

{In Archive} Chandler PD Updated Quote  
Edward Upshaw to: Judy Mandt  
Cc: Rosemary Rosales

02/09/2016 10:56 AM

Archive: This message is being viewed in an archive.

Judy this is the updated quote I received dated 2/2/16. I checked the AATA grant and we requested an additional \$1800 for estimated taxes on the \$22,500 quote

Commander Edward Upshaw  
Operations Support Commander  
Chandler Police Department  
Desk 480 782-4915

----- Forwarded by Edward Upshaw/COC on 02/09/2016 10:55 AM -----

From: Greg Mills <greg.mills@vigilantsolutions.com>  
To: "Edward.Upshaw@chandleraz.gov" <Edward.Upshaw@chandleraz.gov>  
Cc: Kris Robinson <kris.robinson@vigilantsolutions.com>  
Date: 02/02/2016 11:44 AM  
Subject: Chandler PD Updated Quote

Commander,

Please see the attached updated quote with the proper dates. Please let me know if you need any other changes. Thank you!

Greg Mills  
Southwest Regional Manager  
M: 858.287.0067 | O: 925.398.2079  
[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)

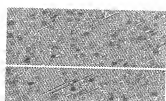


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KRO-0048-01 - Chandler Police Department Quote.pdf



{In Archive} Upcoming ALPR Meeting in AZ

Edward Upshaw to: Sean Carney

01/22/2016 01:25 PM

Archive:

This message is being viewed in an archive.

FYI, since the state legislator may be your biggest hurdle... thought you might be interested in attending

Commander Edward Upshaw  
Operations Support Commander  
Chandler Police Department  
Desk 480 782-4915

----- Forwarded by Edward Upshaw/COC on 01/22/2016 01:22 PM -----

From: Greg Mills <greg.mills@vigilantsolutions.com>  
To: "Edward.Upshaw@chandleraz.gov" <Edward.Upshaw@chandleraz.gov>  
Date: 01/22/2016 01:13 PM  
Subject: Upcoming ALPR Meeting in AZ

---

Hi Commander,

I wanted to invite you to an ALPR summit we will be hosting on Tuesday, February 16<sup>th</sup>, through Tempe Police Department. In addition to discussions about Vigilant, we also get into current political and legislative topics as well as best practices. We'd love to see you guys there. There is a link to RSVP site on the flyer. Thanks!

Greg Mills  
Southwest Regional Manager  
M: 858.287.0067 | O: 925.398.2079  
[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)

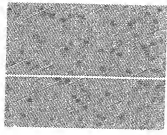


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Tech Forum Invitation\_Tempe.pdf



{In Archive} Upcoming ALPR Meeting in AZ

Edward Upshaw to: Shawn Badger, William Edel, Zachary Cummand

01/22/2016 01:22 PM

Archive:

This message is being viewed in an archive.

Commander Edward Upshaw  
Operations Support Commander  
Chandler Police Department  
Desk 480 782-4915

----- Forwarded by Edward Upshaw/COC on 01/22/2016 01:22 PM -----

From: Greg Mills <greg.mills@vigilantsolutions.com>  
To: "Edward.Upshaw@chandleraz.gov" <Edward.Upshaw@chandleraz.gov>  
Date: 01/22/2016 01:13 PM  
Subject: Upcoming ALPR Meeting in AZ

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Greg Mills  
Southwest Regional Manager  
M: 858.287.0067 | O: 925.398.2079  
[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)



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Tech Forum Invitation\_Tempe.pdf

From: Greg Mills <greg.mills@vigilantsolutions.com>  
To: "Edward.Upshaw@chandleraz.gov" <Edward.Upshaw@chandleraz.gov>  
Date: 12/16/2015 11:31 AM  
Subject: Chandler Police Department Prep

---

Hi Commander,

Good speaking with you earlier. Please see the 3 attached documents. Please have them filled out and sent back with the PO. Once we have all the paperwork in order I will get you guy loaded into the system and a timeline for the project. Thank you!

Greg Mills  
Southwest Regional Manager  
M: 858.287.0067 | O: 925.398.2079  
[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)

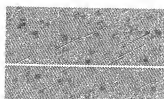


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[attachment "VS\_IntegrationMigrationQuestionnaire.pdf" deleted by Rosemary Rosales/COC]  
[attachment "Bulk User Import Spreadsheet.csv" deleted by Rosemary Rosales/COC] [attachment  
"Vigilant Enterprise Service Agreement (PDF).pdf" deleted by Rosemary Rosales/COC]





{In Archive} Chandler Police Department Prep  
Edward Upshaw to: William Edel

12/16/2015 03:29 PM

Archive: This message is being viewed in an archive.

Bill I am going to need an hour of your time to discuss some of this before I send to Legal

Commander Edward Upshaw  
Operations Support Commander  
Chandler Police Department  
Desk 480 782-4915

----- Forwarded by Edward Upshaw/COC on 12/16/2015 03:27 PM -----

From: Greg Mills <greg.mills@vigilantsolutions.com>  
To: "Edward.Upshaw@chandleraz.gov" <Edward.Upshaw@chandleraz.gov>  
Date: 12/16/2015 11:31 AM  
Subject: Chandler Police Department Prep

---

Hi Commander,

Good speaking with you earlier. Please see the 3 attached documents. Please have them filled out and sent back with the PO. Once we have all the paperwork in order I will get you guy loaded into the system and a timeline for the project. Thank you!

Greg Mills  
Southwest Regional Manager  
M: 858.287.0067 | O: 925.398.2079  
[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)



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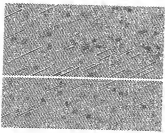
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VS\_IntegrationMigrationQuestionnaire.pdf Bulk User Import Spreadsheet.csv



Vigilant Enterprise Service Agreement (PDF).pdf



{In Archive} Re: Vigilant Solutions LPR 

Edward Upshaw to: Kris Robinson  
<kris.robinson@vigilantsolutions.com>

12/16/2015 10:52 AM

Archive:

This message is being viewed in an archive.

thanks Kris! I am calling Greg right now

Commander Edward Upshaw  
Operations Support Commander  
Chandler Police Department  
Desk 480 782-4915

Kris Robinson

Commander, Thank you for your voice mail yest...

12/16/2015 10:50:47 AM

From: Kris Robinson <kris.robinson@vigilantsolutions.com>  
To: "Edward.Upshaw@chandleraz.gov" <Edward.Upshaw@chandleraz.gov>  
Date: 12/16/2015 10:50 AM  
Subject: Vigilant Solutions LPR

---

Commander,

Thank you for your voice mail yesterday. I believe my sales rep Greg Mills is trying to get in contact with you to work out the details of the LPR order. Greg can be reached at (858) 287-0067 as well. Please feel free to also call me back at 949-525-3326.

Thank you,

Kris Robinson  
949-525-3326

Sent from my iPhone



**{In Archive} Vigilant Solutions LPR**  
**Kris Robinson** to: Edward.Upshaw@chandleraz.gov

12/16/2015 10:50 AM

---

History: This message has been replied to.

Archive: This message is being viewed in an archive.

Commander,

Thank you for your voice mail yesterday. I believe my sales rep Greg Mills is trying to get in contact with you to work out the details of the LPR order. Greg can be reached at (858) 287-0067 as well. Please feel free to also call me back at 949-525-3326.

Thank you,

Kris Robinson  
949-525-3326

Sent from my iPhone



{In Archive} Re: Vigilant Solutions LPR quote for mobiles and private data access

Edward Upshaw to: Kris Robinson

08/12/2015 07:23 AM

Archive:

This message is being viewed in an archive.

That would be great news..thanks for the push

Sent from my iPad

On Aug 11, 2015, at 13:25, Kris Robinson <[kris.robinson@vigilantsolutions.com](mailto:kris.robinson@vigilantsolutions.com)> wrote:

Commander,

Greg and I are over at the IAATI conference here in Phoenix. Fred Zumbo with ATTA is at our booth. He said your funding request for LEARN is on his desk. He said he is on board and the timing is right. I told him to hurry up and process it. ☺

Kris Robinson

Western Regional Sales Director

2021 Las Positas Court | Suite 101 | Livermore, CA 94551

O: 925.398.2079 | F: 925.398.2113 | M: 949-525-3326

[Kris.Robinson@vigilantsolutions.com](mailto:Kris.Robinson@vigilantsolutions.com)

<M2.png>

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**From:** [Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov) [<mailto:Edward.Upshaw@chandleraz.gov>]

**Sent:** Wednesday, July 1, 2015 1:34 PM

**To:** Kris Robinson <[kris.robinson@vigilantsolutions.com](mailto:kris.robinson@vigilantsolutions.com)>

**Subject:** Re: Vigilant Solutions LPR quote for mobiles and private data access

I obviously missed this.. had a Dr appointment this morning but would like to get you hooked up the Chandler Fashion Mall security.. They have funding available and want to purchase a system that shares data with the Police Department's system...

Commander Edward Upshaw  
Desert Breeze Substation  
Chandler Police Department  
Desk 480 782-4840



**Accepted: Vigilant Solutions meeting with Macerich/Police to discuss LPR patnrship concept**

**Thu 07/16/2015 11:00 AM - 12:30 PM**

Location: Chandler Fashion Mall conference room

**Niko.Vazquez@alliedbarton.com** "Vazquez, Niko" has accepted this meeting invitation

**When:** Jul 16, 2015 11:00:00 AM

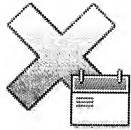
**Where:** Chandler Fashion Mall conference room

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**Required:** greg.mills@vigilantsolutions.com, jeffrey.swan@alliedbarton.com, Niko.Vazquez@alliedbarton.com, Shawn Badger/COC@Chandler

**Optional:** Jason Zdilla/COC@chandleraz.gov, Rich.DeGraw@macerich.com, William Edel/COC@Chandler

**Time zones:** This entry was created in a different time zone. The time in that time zone is: Thu 07/16/2015 2:00 PM MST - 3:30 PM MST



**Declined: Vigilant Solutions meeting with Macerich/Police to discuss  
LPR patnrship concept**

**Thu 07/16/2015 11:00 AM - 12:30  
PM**

Location: Chandler Fashion Mall conference room

has declined this meeting invitation

**i** Ed, I will be in Flagstaff Wed and Thursday of this week. I have an all day meeting Friday. Sorry

Required: greg.mills@vigilantsolutions.com, jeffrey.swan@alliedbarton.com,  
Niko.Vazquez@alliedbarton.com, Shawn Badger/COC@Chandler

Optional: Jason Zdilla/COC@chandleraz.gov, Rich.DeGraw@macerich.com, William  
Edel/COC@Chandler



**Accepted: Vigilant Solutions meeting with Macerich/Police to discuss  
LPR patnrship concept**

**Thu 07/16/2015 11:00 AM - 12:30  
PM**

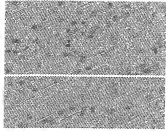
Location: Chandler Fashion Mall conference room

**Jeffrey.Swan@alliedbarton.com** "Swan, Jeffrey" has accepted this meeting invitation

Required: greg.mills@vigilantsolutions.com, jeffrey.swan@alliedbarton.com,  
Niko.Vazquez@alliedbarton.com, Shawn Badger/COC@Chandler

Optional: Jason Zdilla/COC@chandleraz.gov, Rich.DeGraw@macerich.com, William  
Edel/COC@Chandler

Time zones: This entry was created in a different time zone. The time in that time zone is: Thu 07/16/2015  
2:00 PM MST - 3:30 PM MST



{In Archive} RE: Vigilant Solutions LPR quote for mobiles and private data access 

Edward Upshaw to: Greg Mills

07/09/2015 05:55 PM

Archive:

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we are still go!

Commander Edward Upshaw  
Desert Breeze Substation  
Chandler Police Department  
Desk 480 782-4840

Greg Mills

Hi Commander, Did you still want to meet with m...

07/09/2015 04:56:26 PM

From: Greg Mills <greg.mills@vigilantsolutions.com>  
To: "Edward.Upshaw@chandleraz.gov" <Edward.Upshaw@chandleraz.gov>  
Date: 07/09/2015 04:56 PM  
Subject: RE: Vigilant Solutions LPR quote for mobiles and private data access

---

Hi Commander,

Did you still want to meet with me and the mall group next Thursday? I am still available.

Also, I wanted to let you know that Scottsdale submitted their PO to us this week.

Thanks!

Greg Mills  
Southwest Regional Sales Manager  
M: 858.287.0067 | O: 925.398.2079  
[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)



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**From:** Kris Robinson  
**Sent:** Wednesday, July 1, 2015 3:12 PM  
**To:** Edward.Upshaw@chandleraz.gov



**Cc:** Greg Mills

**Subject:** RE: Vigilant Solutions LPR quote for mobiles and private data access

Commander,

As discussed, Greg Mills will call you this afternoon or tomorrow morning to set up a meeting with you and the Mall. Please let us know if you have any questions.

Thank you,

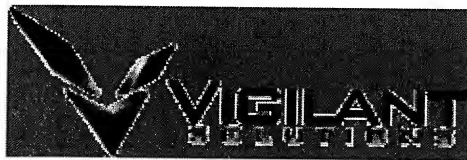
Kris Robinson

Western Regional Sales Director

2021 Las Positas Court | Suite 101 | Livermore, CA 94551

O: 925.398.2079 | F: 925.398.2113 | M: 949-525-3326

[Kris.Robinson@vigilantsolutions.com](mailto:Kris.Robinson@vigilantsolutions.com)



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**From:** [Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov) [mailto:[Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov)]

**Sent:** Wednesday, July 1, 2015 1:34 PM

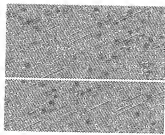
**To:** Kris Robinson

**Subject:** Re: Vigilant Solutions LPR quote for mobiles and private data access

I obviously missed this.. had a Dr appointment this morning but would like to get you hooked up the Chandler Fashion Mall security.. They have funding available and want to purchase a system that shares data with the Police Department's system...

Commander Edward Upshaw  
Desert Breeze Substation  
Chandler Police Department  
Desk 480 782-4840

Kris Robinson ---06/30/2015 08:19:16 AM---Does 8 am tomorrow morning work for you? Kris Robinson



{In Archive} Re: Vigilant Solutions LPR quote for mobiles and private data access 

Edward Upshaw to: Kris Robinson

07/01/2015 01:34 PM

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Commander Edward Upshaw  
Desert Breeze Substation  
Chandler Police Department  
Desk 480 782-4840

Kris Robinson

Does 8 am tomorrow morning work for you? Kris...

06/30/2015 08:19:16 AM

From: Kris Robinson <kris.robinson@vigilantsolutions.com>  
To: "Edward.Upshaw@chandleraz.gov" <Edward.Upshaw@chandleraz.gov>  
Cc: Greg Mills <greg.mills@vigilantsolutions.com>  
Date: 06/30/2015 08:19 AM  
Subject: Re: Vigilant Solutions LPR quote for mobiles and private data access

---

Does 8 am tomorrow morning work for you?

Kris Robinson  
949-525-3326

Sent from my iPhone

On Jun 30, 2015, at 7:36 AM, "[Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov)" <[Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov)> wrote:

I am out of town till Wednesday? Do you have some time available Wednesday?

Sent from my iPad

On Jun 29, 2015, at 14:52, Kris Robinson <[kris.robinson@vigilantsolutions.com](mailto:kris.robinson@vigilantsolutions.com)> wrote:

Commander,

We're in the Phoenix area the next two days. Please let me know if you want to meet up. We have meetings with Scottsdale, Phoenix PD, Tempe etc.....

Thank you,

Kris Robinson  
Western Regional Sales Director  
2021 Las Positas Court | Suite 101 | Livermore, CA 94551



{In Archive} Re: Vigilant Solutions LPR quote for mobiles and private data access

Kris Robinson to: Edward.Upshaw@chandleraz.gov  
Cc: Greg Mills

06/30/2015 08:19 AM

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History: This message has been replied to.  
Archive: This message is being viewed in an archive.

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Kris Robinson  
949-525-3326  
Sent from my iPhone

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We're in the Phoenix area the next two days. Please let me know if you want to meet up. We have meetings with Scottsdale, Phoenix PD, Tempe etc.....

Thank you,

Kris Robinson  
Western Regional Sales Director  
2021 Las Positas Court | Suite 101 | Livermore, CA 94551  
O: 925.398.2079 | F: 925.398.2113 | M: 949-525-3326  
[Kris.Robinson@vigilantsolutions.com](mailto:Kris.Robinson@vigilantsolutions.com)

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{In Archive} Re: Vigilant Solutions LPR quote for mobiles and private data access

Edward Upshaw to: Kris Robinson

06/30/2015 07:35 AM

Archive:

This message is being viewed in an archive.

I am out of town till Wednesday? Do you have some time available Wednesday?

Sent from my iPad

On Jun 29, 2015, at 14:52, Kris Robinson <[kris.robinson@vigilantsolutions.com](mailto:kris.robinson@vigilantsolutions.com)> wrote:

Commander,

We're in the Phoenix area the next two days. Please let me know if you want to meet up. We have meetings with Scottsdale, Phoenix PD, Tempe etc.....

Thank you,

Kris Robinson  
Western Regional Sales Director  
2021 Las Positas Court | Suite 101 | Livermore, CA 94551  
O: 925.398.2079 | F: 925.398.2113 | M: 949-525-3326  
[Kris.Robinson@vigilantsolutions.com](mailto:Kris.Robinson@vigilantsolutions.com)

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**From:** Kris Robinson

**Sent:** Wednesday, June 17, 2015 4:03 PM

**To:** [Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov)

**Cc:** Kris Robinson; Greg Mills

**Subject:** RE: Vigilant Solutions LPR quote for mobiles and private data access

Commander,

Hope all is well. Just checking in to see if you have any updates. I heard from Robert Horton today with Scottsdale. They are moving forward. Their contracts approved the Vigilant LPR project and it will be awarded today and posted for 7 days. We should have them up and on line



{In Archive} RE: Vigilant Solutions LPR quote for mobiles and private data access

Kris Robinson to: Edward.Upshaw@chandleraz.gov  
Cc: Greg Mills, Kris Robinson

06/30/2015 02:23 PM

Archive: This message is being viewed in an archive.

Edward,

Are we on to meet tomorrow (Wed) at 8:00 AM?

Thanks,

Kris Robinson  
Western Regional Sales Director  
2021 Las Positas Court | Suite 101 | Livermore, CA 94551  
O: 925.398.2079 | F: 925.398.2113 | M: 949-525-3326  
[Kris.Robinson@vigilantsolutions.com](mailto:Kris.Robinson@vigilantsolutions.com)



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**From:** Edward.Upshaw@chandleraz.gov [mailto:Edward.Upshaw@chandleraz.gov]  
**Sent:** Tuesday, June 30, 2015 7:36 AM  
**To:** Kris Robinson  
**Subject:** Re: Vigilant Solutions LPR quote for mobiles and private data access

I am out of town till Wednesday? Do you have some time available Wednesday?

Sent from my iPad

On Jun 29, 2015, at 14:52, Kris Robinson <[kris.robinson@vigilantsolutions.com](mailto:kris.robinson@vigilantsolutions.com)> wrote:  
Commander,

We're in the Phoenix area the next two days. Please let me know if you want to meet up. We have meetings with Scottsdale, Phoenix PD, Tempe etc.....



{In Archive} RE: Vigilant Solutions LPR quote for mobiles and private data access

Kris Robinson to: Edward.Upshaw@chandleraz.gov  
Cc: Greg Mills

06/29/2015 02:52 PM

History: This message has been replied to.  
Archive: This message is being viewed in an archive.

Commander,

We're in the Phoenix area the next two days. Please let me know if you want to meet up. We have meetings with Scottsdale, Phoenix PD, Tempe etc.....

Thank you,

Kris Robinson  
Western Regional Sales Director  
2021 Las Positas Court | Suite 101 | Livermore, CA 94551  
O: 925.398.2079 | F: 925.398.2113 | M: 949-525-3326  
[Kris.Robinson@vigilantsolutions.com](mailto:Kris.Robinson@vigilantsolutions.com)



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**From:** Kris Robinson  
**Sent:** Wednesday, June 17, 2015 4:03 PM  
**To:** Edward.Upshaw@chandleraz.gov  
**Cc:** Kris Robinson; Greg Mills  
**Subject:** RE: Vigilant Solutions LPR quote for mobiles and private data access

Commander,

Hope all is well. Just checking in to see if you have any updates. I heard from Robert Horton today with Scottsdale. They are moving forward. Their contracts approved the Vigilant LPR project and it will be awarded today and posted for 7 days. We should have them up and on line sometime next month. Any update you can share is much appreciated.



{In Archive} RE: Vigilant Solutions LPR quote for mobiles and private data access

Kris Robinson to: Edward.Upshaw@chandleraz.gov  
Cc: Kris Robinson, Greg Mills

06/17/2015 04:05 PM

Archive: This message is being viewed in an archive.

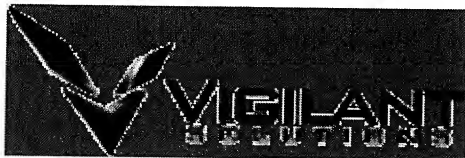
Commander,

Hope all is well. Just checking in to see if you have any updates. I heard from Robert Horton today with Scottsdale. They are moving forward. Their contracts approved the Vigilant LPR project and it will be awarded today and posted for 7 days. We should have them up and on line sometime next month. Any update you can share is much appreciated.

We also executed a contract with a company called MV Trac who is also in the Repo industry who collects commercial data. We now have access to that data as well with around 18 million reads in the Phoenix Mesa, Scottsdale, Chandler area. They have close to 800 million nationally.

Thank you,

Kris Robinson  
Western Regional Sales Director  
2021 Las Positas Court | Suite 101 | Livermore, CA 94551  
O: 925.398.2079 | F: 925.398.2113 | M: 949-525-3326  
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**From:** Edward.Upshaw@chandleraz.gov [mailto:Edward.Upshaw@chandleraz.gov]  
**Sent:** Wednesday, May 6, 2015 12:05 PM  
**To:** Kris Robinson  
**Subject:** RE: Vigilant Solutions LPR quote for mobiles and private data access

Hi Kris, Thanks for touching base. Chandler is trying to start an initiative with our local fashion mall where they would like to seek funding for LPR's ( grants). Chandler Police are supportive of this initiative



{In Archive} Re: Vigilant Solutions LPR quote for mobiles and private data access

Kris Robinson to: Edward.Upshaw@chandleraz.gov  
Cc: Greg Mills

05/07/2015 12:35 PM

Archive: This message is being viewed in an archive.

I am available to talk after 3 today or tomorrow morning. I leave on vacation tomorrow for a week. Greg copied, can assist you with anything while I am gone next week.

Thank you,

Sent from my iPad

Kris Robinson  
Vigilant Solutions  
949-525-3326

On May 6, 2015, at 12:05 PM, "[Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov)" <[Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov)> wrote:

Hi Kris, Thanks for touching base. Chandler is trying to start an initiative with our local fashion mall where they would like to seek funding for LPR's ( grants). Chandler Police are supportive of this initiative and I realize Vigilant has some analytics that might be beneficial for a private industry like a mall.. When you have chance I would like to talk about setting up a meeting with Macerich to see what kind of partnership we might create to share their plate capture. When you have some time please give me a call..

Commander Edward Upshaw  
Desert Breeze Substation  
Chandler Police Department  
Desk 480 782-4840

<graycol.gif>Kris Robinson ---05/05/2015 02:05:22 PM---Commander, I'm just checking in to see if you need anything additional from me or have any updates.

From: Kris Robinson <[kris.robinson@vigilantsolutions.com](mailto:kris.robinson@vigilantsolutions.com)>  
To: "[Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov)" <[Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov)>  
Cc: Kris Robinson <[kris.robinson@vigilantsolutions.com](mailto:kris.robinson@vigilantsolutions.com)>, Greg Mills <[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)>  
Date: 05/05/2015 02:05 PM  
Subject: RE: Vigilant Solutions LPR quote for mobiles and private data access

Commander,

I'm just checking in to see if you need anything additional from me or have any updates. I am over at the LEIU conference in Phoenix this week. If you have anyone from your agency attending, please have them stop by and I can give them a demo and some training.





{In Archive} RE: Vigilant Solutions LPR quote for mobiles and private data access

Kris Robinson to: Edward.Upshaw@chandleraz.gov  
Cc: Greg Mills

05/06/2015 02:27 PM

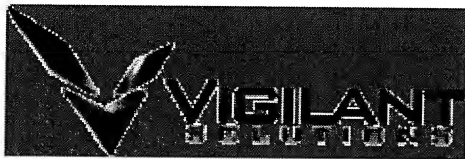
Archive: This message is being viewed in an archive.

Commander,

I left you a voicemail at your desk. Please feel free to call me at 949-525-3326.

Thank you,

Kris Robinson  
Western Regional Sales Director  
2021 Las Positas Court | Suite 101 | Livermore, CA 94551  
O: 925.398.2079 | F: 925.398.2113 | M: 949-525-3326  
[Kris.Robinson@vigilantsolutions.com](mailto:Kris.Robinson@vigilantsolutions.com)



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**From:** Edward.Upshaw@chandleraz.gov [mailto:Edward.Upshaw@chandleraz.gov]

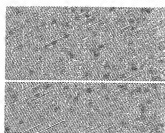
**Sent:** Wednesday, May 6, 2015 12:05 PM

**To:** Kris Robinson

**Subject:** RE: Vigilant Solutions LPR quote for mobiles and private data access

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Commander Edward Upshaw  
Desert Breeze Substation  
Chandler Police Department



{In Archive} RE: Vigilant Solutions LPR quote for mobiles and private data access 

Edward Upshaw to: Kris Robinson

05/06/2015 12:05 PM

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Commander Edward Upshaw  
Desert Breeze Substation  
Chandler Police Department  
Desk 480 782-4840

Kris Robinson

Commander, I'm just checking in to see if you ne...

05/05/2015 02:05:22 PM

From: Kris Robinson <kris.robinson@vigilantsolutions.com>  
To: "Edward.Upshaw@chandleraz.gov" <Edward.Upshaw@chandleraz.gov>  
Cc: Kris Robinson <kris.robinson@vigilantsolutions.com>, Greg Mills  
<greg.mills@vigilantsolutions.com>  
Date: 05/05/2015 02:05 PM  
Subject: RE: Vigilant Solutions LPR quote for mobiles and private data access

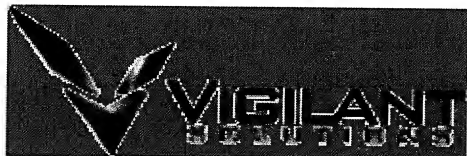
---

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I hope all is well.

Kris Robinson  
Western Regional Sales Director  
2021 Las Positas Court | Suite 101 | Livermore, CA 94551  
O: 925.398.2079 | F: 925.398.2113 | M: 949-525-3326  
[Kris.Robinson@vigilantsolutions.com](mailto:Kris.Robinson@vigilantsolutions.com)



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{In Archive} RE: Vigilant Solutions LPR quote for mobiles and private data access

Kris Robinson to: Edward.Upshaw@chandleraz.gov

05/05/2015 02:05 PM

Cc: Kris Robinson, Greg Mills

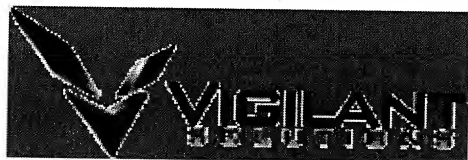
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Western Regional Sales Director  
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[Kris.Robinson@vigilantsolutions.com](mailto:Kris.Robinson@vigilantsolutions.com)



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**From:** Edward.Upshaw@chandleraz.gov [mailto:Edward.Upshaw@chandleraz.gov]  
**Sent:** Thursday, April 16, 2015 12:55 PM  
**To:** Kris Robinson  
**Subject:** RE: Vigilant Solutions LPR quote for mobiles and private data access

Thanks Kris, Looks like this is going to happen!

Commander Edward Upshaw  
Desert Breeze Substation  
Chandler Police Department  
Desk 480 782-4840



{In Archive} RE: Vigilant Solutions LPR quote for mobiles and private data access

Kris Robinson to: Edward.Upshaw@chandleraz.gov

04/16/2015 01:48 PM

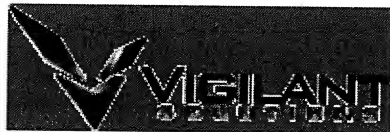
Archive:

This message is being viewed in an archive.

Excellent. Please let me know if you need anything else from me.

Good luck.....

Kris Robinson  
Western Regional Sales Director  
2021 Las Positas Court | Suite 101 | Livermore, CA 94551  
O: 925.398.2079 | F: 925.398.2113 | M: 949-525-3326  
[Kris.Robinson@vigilantsolutions.com](mailto:Kris.Robinson@vigilantsolutions.com)



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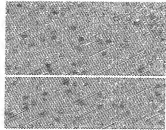
**From:** Edward.Upshaw@chandleraz.gov [mailto:Edward.Upshaw@chandleraz.gov]  
**Sent:** Thursday, April 16, 2015 12:55 PM  
**To:** Kris Robinson  
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Commander Edward Upshaw  
Desert Breeze Substation  
Chandler Police Department  
Desk 480 782-4840

▼ Kris Robinson ---04/16/2015 12:45:10 PM---Commander, I received your voicemail as well. Please see attached and let me know if you have any q

From: Kris Robinson <[kris.robinson@vigilantsolutions.com](mailto:kris.robinson@vigilantsolutions.com)>  
To: "Edward.Upshaw@chandleraz.gov" <[Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov)>  
Cc: Kris Robinson <[kris.robinson@vigilantsolutions.com](mailto:kris.robinson@vigilantsolutions.com)>, Greg Mills <[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)>



{In Archive} RE: Vigilant Solutions LPR quote for mobiles and private data access 

Edward Upshaw to: Kris Robinson

04/16/2015 12:54 PM

Archive:

This message is being viewed in an archive.

Thanks Kris, Looks like this is going to happen!

Commander Edward Upshaw  
Desert Breeze Substation  
Chandler Police Department  
Desk 480 782-4840

Kris Robinson

Commander, I received your voicemail as well....

04/16/2015 12:45:10 PM

From: Kris Robinson <kris.robinson@vigilantsolutions.com>  
To: "Edward.Upshaw@chandleraz.gov" <Edward.Upshaw@chandleraz.gov>  
Cc: Kris Robinson <kris.robinson@vigilantsolutions.com>, Greg Mills  
<greg.mills@vigilantsolutions.com>  
Date: 04/16/2015 12:45 PM  
Subject: RE: Vigilant Solutions LPR quote for mobiles and private data access

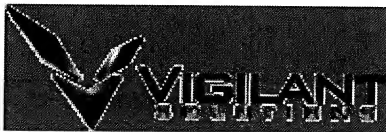
---

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Thank you,

Kris Robinson  
Western Regional Sales Director  
2021 Las Positas Court | Suite 101 | Livermore, CA 94551  
O: 925.398.2079 | F: 925.398.2113 | M: 949-525-3326  
[Kris.Robinson@vigilantsolutions.com](mailto:Kris.Robinson@vigilantsolutions.com)



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{In Archive} RE: Vigilant Solutions LPR quote for mobiles and private data access

Kris Robinson to: Edward.Upshaw@chandleraz.gov  
Cc: Kris Robinson, Greg Mills

04/16/2015 12:45 PM

History: This message has been replied to and forwarded.

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2021 Las Positas Court | Suite 101 | Livermore, CA 94551  
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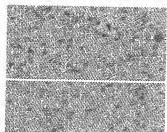
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**From:** Edward.Upshaw@chandleraz.gov [mailto:Edward.Upshaw@chandleraz.gov]  
**Sent:** Thursday, April 16, 2015 12:36 PM  
**To:** Kris Robinson  
**Subject:** Re: Vigilant Solutions LPR quote for mobiles and private data access

Kris I have drafted a grant and our JAG request are due tomorrow... Is it possible to send me a quote for option three so I can attach that to both proposals... Questions give me a call on my cell [REDACTED]

Commander Edward Upshaw  
Desert Breeze Substation  
Chandler Police Department  
Desk 480 782-4840



{In Archive} Re: Vigilant Solutions LPR quote for mobiles and private data access

Edward Upshaw to: Kris Robinson

04/16/2015 12:36 PM

Archive:

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Commander Edward Upshaw  
Desert Breeze Substation  
Chandler Police Department  
Desk 480 782-4840

----- Forwarded by Edward Upshaw/COC on 04/16/2015 12:32 PM -----

From: Kris Robinson <kris.robinson@vigilantsolutions.com>  
To: "Edward.Upshaw@chandleraz.gov" <Edward.Upshaw@chandleraz.gov>  
Cc: Kris Robinson <kris.robinson@vigilantsolutions.com>, Greg Mills  
<greg.mills@vigilantsolutions.com>  
Date: 04/06/2015 08:07 PM  
Subject: Re: Vigilant Solutions LPR quote for mobiles and private data access

---

Commander,

For sure a minimum of \$22,500 for the next year for unlimited access for all sworn. If you decide to feed all your 3M PIPS mobiles into Learn, there is a \$125.00 hosting fee per mobile system starting year two. This also gets you all software updates.

Kris Robinson  
949-525-3326

Sent from my iPhone

On Apr 6, 2015, at 7:49 PM, "[Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov)" <[Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov)> wrote:

Thank you. I am going to pitch this tomorrow at our staff meeting. Just figuring out how to pay for it when the funding is gone. We need to budget for 2016/2017. After 15 months, what is the ongoing to keep access for all personnel?

Sent from my iPad

On Apr 6, 2015, at 17:51, Kris Robinson <[kris.robinson@vigilantsolutions.com](mailto:kris.robinson@vigilantsolutions.com)> wrote:

Commander,

The pricing would be the same that we offered to Scottsdale \$22,500. See below. Option 3 is the option that will give you unlimited access to the private data for all sworn in your department and covers the migration of your data to LEARN. If you want to do it by user, it would be \$3,000 per user with a minimum the first year of 10 users.

are doing for Mesa PD. The Scottsdale model is a better option for you with 15 months of unlimited access to all Chandler PD sworn. I am more than happy to discuss this with you in detail and answer any questions.

Thank you,

Option 1.

Pay \$995 for an annual LEARN subscription. This gives you a LEARN account and access to the analytics but only access to the NVLS shared Law Enforcement (LE) data and LE data you directly share with other agencies.

Option 2.

Pay \$9,500 for an annual LEARN subscription. This gives you a LEARN account and access to the analytics but only access to the NVLS shared Law Enforcement (LE) data **ONLY** (no private data) and LE data you directly share with other agencies. It also includes the migration of your historical data over to LEARN and to set up the utility to ingest your current detections/reads into LEARN near real time. This price includes the first year cost of the mobile system hosting fees and is a 15 month subscription.

**Option 3. (private data access)**

**Pay \$22,500 annual LEARN subscription and get unlimited access to LEARN, all analytics and private data. This includes an additional 3 months for a 15 month subscription. It also includes the migration of your historical data over to LEARN and to set up the utility to ingest your current detections/reads into LEARN near real time. This price also includes the cost of the mobile system hosting fees for each of your current systems for the first 15 months.**

Kris Robinson  
Western Regional Sales Director  
2021 Las Positas Court | Suite 101 | Livermore, CA 94551  
O: 925.398.2079 | F: 925.398.2113 | M: 949-525-3326  
[Kris.Robinson@vigilantsolutions.com](mailto:Kris.Robinson@vigilantsolutions.com)

<M2.png>

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**From:** [Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov) [<mailto:Edward.Upshaw@chandleraz.gov>]  
**Sent:** Monday, April 6, 2015 5:36 PM  
**To:** Kris Robinson  
**Subject:** RE: Vigilant Solutions LPR quote for mobiles and private data access



Kris Robinson  
Western Regional Sales Director  
2021 Las Positas Court | Suite 101 | Livermore, CA 94551  
O: 925.398.2079 | F: 925.398.2113 | M: 949-525-3326  
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**From:** [Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov) [mailto:[Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov)]  
**Sent:** Monday, April 6, 2015 5:36 PM  
**To:** Kris Robinson  
**Subject:** RE: Vigilant Solutions LPR quote for mobiles and private data access

how much would it cost to just add the learn data subscription for say 12 detectives?

Commander Edward Upshaw  
Desert Breeze Substation  
Chandler Police Department  
Desk 480 782-4840

<M3.gif>Kris Robinson ---03/26/2015 04:12:26 PM---Commander Upshaw, I'm just checking in to see if you had a chance to evaluate our quote any more? An

From: Kris Robinson <[kris.robinson@vigilantsolutions.com](mailto:kris.robinson@vigilantsolutions.com)>  
To: "Edward.Upshaw@chandleraz.gov" <[Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov)>  
Cc: Kris Robinson <[kris.robinson@vigilantsolutions.com](mailto:kris.robinson@vigilantsolutions.com)>  
Date: 03/26/2015 04:12 PM  
Subject: RE: Vigilant Solutions LPR quote for mobiles and private data access

Commander Upshaw,

I'm just checking in to see if you had a chance to evaluate our quote any more? Any update would be truly appreciated. I look forward to discussing this with you further. DPS Auto Theft Task Force just sent us a PO through SHI for a Learn Data Subscription. This may be a way to get them more engaged and ultimately pull in their Elsag data. Scottsdale is currently identifying what funding they have. Glendale PD just sent us their signed Learn Data Subscription renewal.

Thank you,

how much would it cost to just add the learn data subscription for say 12 detectives?

Commander Edward Upshaw  
Desert Breeze Substation  
Chandler Police Department  
Desk 480 782-4840

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Cc: Kris Robinson <[kris.robinson@vigilantsolutions.com](mailto:kris.robinson@vigilantsolutions.com)>  
Date: 03/26/2015 04:12 PM  
Subject: RE: Vigilant Solutions LPR quote for mobiles and private data access

Commander Upshaw,

I'm just checking in to see if you had a chance to evaluate our quote any more? Any update would be truly appreciated. I look forward to discussing this with you further. DPS Auto Theft Task Force just sent us a PO through SHI for a Learn Data Subscription. This may be a way to get them more engaged and ultimately pull in their Elsag data. Scottsdale is currently identifying what funding they have. Glendale PD just sent us their signed Learn Data Subscription renewal.

Thank you,

Kris Robinson  
Western Regional Sales Director  
2021 Las Positas Court | Suite 101 | Livermore, CA 94551  
O: 925.398.2079 | F: 925.398.2113 | M: 949-525-3326  
[Kris.Robinson@vigilantsolutions.com](mailto:Kris.Robinson@vigilantsolutions.com)

<M4.png>

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From: [Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov) [<mailto:Edward.Upshaw@chandleraz.gov>]  
Sent: Friday, March 13, 2015 3:13 PM  
To: Kris Robinson

**Subject:** Re: Vigilant Solutions LPR quote for mobiles and private data access

Kris, can my current PIPPs equipment continue to be used and then convert the data from BOSS to LEARN until that equipment is no longer functional or obsolete?

Commander Edward Upshaw  
Desert Breeze Substation  
Chandler Police Department  
Desk 480 782-4840

<M3.gif>Kris Robinson ---03/13/2015 02:19:20 PM---Commander Upshaw, I want to thank you again for taking the time to meet with Greg and me this past

From: Kris Robinson <kris.robinson@vigilantsolutions.com>  
To: "edward.upshaw (edward.upshaw@chandleraz.gov)" <edward.upshaw@chandleraz.gov>  
Cc: Kris Robinson <kris.robinson@vigilantsolutions.com>  
Date: 03/13/2015 02:19 PM  
Subject: Vigilant Solutions LPR quote for mobiles and private data access

Commander Upshaw,

I want to thank you again for taking the time to meet with Greg and me this past Monday. I was able to speak to my management last night to review pricing options for you. In summary, the attached quote provides you with:

A LEARN one year subscription with unlimited access to the "private data" and analytics for all sworn in your agency  
Two LPR 3 camera mobile systems with installation and all services  
Includes all hosting fees for two years  
Includes Mobile Hit Hunter and Mobile Companion (LEARN from a mobile phone or tablet) for two years  
Unlimited access to Facial Recognition with access to our library of over 13 million images (first year)  
Includes all services to migrate a copy of all your historical data from BOSS into LEARN  
Includes the services and utility to ingest all your current detections/reads from your existing 3M/PIPS mobiles into LEARN

After year one, if you see the value of the private data and want to continue with a subscription, the 2nd year cost will be \$22,500 to continue unlimited use of the private data. Our standard MSPR pricing for private data based on the number of sworn in your agency is \$47,995.

Please let me know if you have any questions or comments. We had some very good discussions during our visits in AZ. Scottsdale doesn't want equipment, only access to private data so I am providing them similar pricing but without equipment. Christopher with Mesa said he was surprised his agency didn't move forward on our previous quote. I am working out some options with him that we

discussed in our meeting. He is also getting meetings set up for me with DPS and the Auto Theft Association to try and solicit their support on a more statewide LPR approach. He felt it would be good for each agency to get on board now and then work on pulling in others as they see the success and results of the program. We also met with Glendale PD to provide them some refresher training. They bought a LEARN subscription last year for \$25K. Yesterday, they sent us the contract to sign to renew for another year. During our training with them and the US Marshalls, a few comments were made that they are excited to renew as they said they can't live without it. They obviously can but it was nice to hear they are having good success.

I look forward to your feedback and am happy to address any questions or concerns. Thank you again for your time and consideration.

Kris Robinson  
Western Regional Sales Director  
2021 Las Positas Court | Suite 101 | Livermore, CA 94551  
O: 925.398.2079 | F: 925.398.2113 | M: 949-525-3326  
[Kris.Robinson@vigilantsolutions.com](mailto:Kris.Robinson@vigilantsolutions.com)<  
<mailto:Kris.Robinson@vigilantsolutions.com>>

[Description: VigilantSolutions-emailsig]

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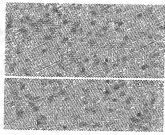
[www.vigilantsolutions.com](http://www.vigilantsolutions.com)<<http://www.vigilantvideo.com/>>

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[attachment "winmail.dat" deleted by Edward Upshaw/COC]  
[attachment "Vigilant\_Solutions\_Quote#\_KRO-0040-03.pdf" deleted by Edward Upshaw/COC] [attachment "image003.png" deleted by Edward



Upshaw/COC] Vigilant\_Solutions\_Quote#\_KRO-0048-01-LDS.pdf



{In Archive} RE: Vigilant Solutions LPR quote for mobiles and private data access

Edward Upshaw to: Judy Mandt

04/16/2015 12:55 PM

Archive:

This message is being viewed in an archive.

Commander Edward Upshaw  
Desert Breeze Substation  
Chandler Police Department  
Desk 480 782-4840

----- Forwarded by Edward Upshaw/COC on 04/16/2015 12:54 PM -----

From: Kris Robinson <kris.robinson@vigilantsolutions.com>  
To: "Edward.Upshaw@chandleraz.gov" <Edward.Upshaw@chandleraz.gov>  
Cc: Kris Robinson <kris.robinson@vigilantsolutions.com>, Greg Mills  
<greg.mills@vigilantsolutions.com>  
Date: 04/16/2015 12:45 PM  
Subject: RE: Vigilant Solutions LPR quote for mobiles and private data access

---

Commander,

I received your voicemail as well. Please see attached and let me know if you have any questions.. FYI, I will be meeting with DPS next Tuesday.

Thank you,

Kris Robinson  
Western Regional Sales Director  
2021 Las Positas Court | Suite 101 | Livermore, CA 94551  
O: 925.398.2079 | F: 925.398.2113 | M: 949-525-3326  
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**From:** Edward.Upshaw@chandleraz.gov [mailto:Edward.Upshaw@chandleraz.gov]

**Sent:** Thursday, April 16, 2015 12:36 PM

**To:** Kris Robinson

**Subject:** Re: Vigilant Solutions LPR quote for mobiles and private data access

Kris I have drafted a grant and our JAG request are due tomorrow... Is it possible to send me a quote for option three so I can attach that to both proposals... Questions give me a call on my cell 602 [REDACTED]

Commander Edward Upshaw  
Desert Breeze Substation  
Chandler Police Department  
Desk 480 782-4840

----- Forwarded by Edward Upshaw/COC on 04/16/2015 12:32 PM -----

From: Kris Robinson <kris.robinson@vigilantsolutions.com>

To: "Edward.Upshaw@chandleraz.gov" <Edward.Upshaw@chandleraz.gov>

Cc: Kris Robinson <kris.robinson@vigilantsolutions.com>, Greg Mills <greg.mills@vigilantsolutions.com>

Date: 04/06/2015 08:07 PM

Subject: Re: Vigilant Solutions LPR quote for mobiles and private data access

Commander,

For sure a minimum of \$22,500 for the next year for unlimited access for all sworn. If you decide to feed all your 3M PIPS mobiles into Learn, there is a \$125.00 hosting fee per mobile system starting year two. This also gets you all software updates.

Kris Robinson  
949-525-3326

Sent from my iPhone

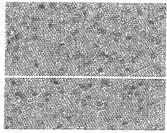
On Apr 6, 2015, at 7:49 PM, "Edward.Upshaw@chandleraz.gov" <Edward.Upshaw@chandleraz.gov> wrote:

Thank you. I am going to pitch this tomorrow at our staff meeting. Just figuring out how to pay for it when the funding is gone. We need to budget for 2016/2017. After 15 months, what is the ongoing to keep access for all personnel?

Sent from my iPad

On Apr 6, 2015, at 17:51, Kris Robinson <kris.robinson@vigilantsolutions.com> wrote:  
Commander,

The pricing would be the same that we offered to Scottsdale \$22,500. See below. Option 3 is the option that will give you unlimited access to the private data for all sworn in your department and covers the migration of your data to LEARN. If you want to do it by user, it would be \$3,000 per user with a minimum the first year of 10 users. It goes up the second year. This is what we



{In Archive} Re: Vigilant Solutions LPR quote for mobiles and private data access 

Edward Upshaw to: Kris Robinson

04/08/2015 10:41 AM

Archive:

This message is being viewed in an archive.

Kris, it looks like we are going to play provided I can get JAG or AATA grants to fund this initiative. We will cross the future funding bridge when we get to it.

Commander Edward Upshaw  
Desert Breeze Substation  
Chandler Police Department  
Desk 480 782-4840

Kris Robinson

Commander, Just checking in to see how your...

04/08/2015 08:35:19 AM

From: Kris Robinson <kris.robinson@vigilantsolutions.com>  
To: "Edward.Upshaw@chandleraz.gov" <Edward.Upshaw@chandleraz.gov>  
Cc: Greg Mills <greg.mills@vigilantsolutions.com>  
Date: 04/08/2015 08:35 AM  
Subject: Re: Vigilant Solutions LPR quote for mobiles and private data access

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Commander,

Just checking in to see how your meeting went yesterday? Please let me know if you have any additional questions or need additional info.

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Kris Robinson  
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04/08/2015 08:35 AM

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{In Archive} Re: Vigilant Solutions LPR quote for mobiles and private data access

Kris Robinson to: Edward.Upshaw@chandleraz.gov  
Cc: Kris Robinson, Greg Mills

04/06/2015 08:07 PM

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Thank you,

Option 1.

Pay \$995 for an annual LEARN subscription. This gives you a LEARN account and access to the analytics but only access to the NVLS shared Law Enforcement (LE) data and LE



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04/06/2015 07:49 PM

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Pay \$9,500 for an annual LEARN subscription. This gives you a LEARN account and access to the analytics but only access to the NVLS shared Law Enforcement (LE) data **ONLY** (no private data) and LE data you directly share with other agencies. It also includes the migration of your historical data over to LEARN and to set up the utility to ingest your current detections/reads into LEARN near real time. This price includes the first year cost of the mobile system hosting fees and is a 15 month subscription.

**Option 3. (private data access)**

**Pay \$22,500 annual LEARN subscription and get unlimited access to LEARN, all analytics and private data. This includes an additional 3 months for a 15 month subscription. It also includes the migration of your historical data over to LEARN and to set up the utility to ingest**



{In Archive} RE: Vigilant Solutions LPR quote for mobiles and private data access

Kris Robinson to: Edward.Upshaw@chandleraz.gov

04/06/2015 05:51 PM

Cc: Kris Robinson, Greg Mills

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Kris Robinson  
Western Regional Sales Director  
2021 Las Positas Court | Suite 101 | Livermore, CA 94551  
O: 925.398.2079 | F: 925.398.2113 | M: 949-525-3326  
[Kris.Robinson@vigilantsolutions.com](mailto:Kris.Robinson@vigilantsolutions.com)



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**From:** Edward.Upshaw@chandleraz.gov [mailto:Edward.Upshaw@chandleraz.gov]  
**Sent:** Monday, April 6, 2015 5:36 PM  
**To:** Kris Robinson  
**Subject:** RE: Vigilant Solutions LPR quote for mobiles and private data access

how much would it cost to just add the learn data subscription for say 12 detectives?

Commander Edward Upshaw  
Desert Breeze Substation  
Chandler Police Department  
Desk 480 782-4840

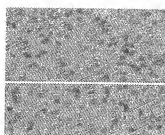
Kris Robinson ---03/26/2015 04:12:26 PM---Commander Upshaw, I'm just checking in to see if you had a chance to evaluate our quote any more? An

From: Kris Robinson <kris.robinson@vigilantsolutions.com>  
To: "Edward.Upshaw@chandleraz.gov" <Edward.Upshaw@chandleraz.gov>  
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Date: 03/26/2015 04:12 PM  
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{In Archive} RE: Vigilant Solutions LPR quote for mobiles and private data access 

Edward Upshaw to: Kris Robinson

04/06/2015 05:36 PM

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Commander Edward Upshaw  
Desert Breeze Substation  
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Kris Robinson

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03/26/2015 04:12:26 PM

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Thank you,

Kris Robinson  
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2021 Las Positas Court | Suite 101 | Livermore, CA 94551  
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Kris Robinson to: Edward.Upshaw@chandleraz.gov  
Cc: Kris Robinson

03/26/2015 04:12 PM

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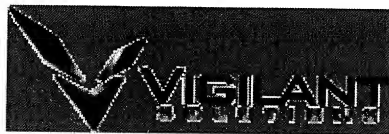
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2021 Las Positas Court | Suite 101 | Livermore, CA 94551  
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[Kris.Robinson@vigilantsolutions.com](mailto:Kris.Robinson@vigilantsolutions.com)



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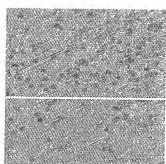
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**From:** Edward.Upshaw@chandleraz.gov [mailto:Edward.Upshaw@chandleraz.gov]  
**Sent:** Friday, March 13, 2015 3:13 PM  
**To:** Kris Robinson  
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Kris, can my current PIPPs equipment continue to be used and then convert the data from BOSS to LEARN until that equipment is no longer functional or obsolete?

Commander Edward Upshaw  
Desert Breeze Substation



{In Archive} RE: Vigilant Solutions LPR quote for mobiles and private data access

Edward Upshaw to: Preston Pierce  
Cc: Jon LaBerge

03/13/2015 03:24 PM

Archive: This message is being viewed in an archive.

Commander Edward Upshaw  
Desert Breeze Substation  
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Desk 480 782-4840

----- Forwarded by Edward Upshaw/COC on 03/13/2015 03:23 PM -----

From: Kris Robinson <kris.robinson@vigilantsolutions.com>  
To: "Edward.Upshaw@chandleraz.gov" <Edward.Upshaw@chandleraz.gov>  
Date: 03/13/2015 03:20 PM  
Subject: RE: Vigilant Solutions LPR quote for mobiles and private data access

---

Absolutely. That is what I suggest. In the pricing offered, the services to set that up is included. It doesn't make sense not to use the PIPS gear for as long as it is in good working order. We will take a copy of all your historical data from BOSS and import it into LEARN and set up a utility to pull all your daily reads that come into BOSS from your pips systems. We don't affect any of the PIPS systems or BOSS for that matter. We are doing it with many customers today with no issues.

Kris Robinson  
Western Regional Sales Director  
2021 Las Positas Court | Suite 101 | Livermore, CA 94551  
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**Sent:** Friday, March 13, 2015 3:13 PM  
**To:** Kris Robinson



{In Archive} RE: Vigilant Solutions LPR quote for mobiles and private data access

Kris Robinson to: Edward.Upshaw@chandleraz.gov

03/13/2015 03:20 PM

History: This message has been forwarded.

Archive: This message is being viewed in an archive.

Absolutely. That is what I suggest. In the pricing offered, the services to set that up is included. It doesn't make sense not to use the PIPS gear for as long as it is in good working order. We will take a copy of all your historical data from BOSS and import it into LEARN and set up a utility to pull all your daily reads that come into BOSS from your pips systems. We don't affect any of the PIPS systems or BOSS for that matter. We are doing it with many customers today with no issues.

Kris Robinson

Western Regional Sales Director

2021 Las Positas Court | Suite 101 | Livermore, CA 94551

O: 925.398.2079 | F: 925.398.2113 | M: 949-525-3326

[Kris.Robinson@vigilantsolutions.com](mailto:Kris.Robinson@vigilantsolutions.com)



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**From:** Edward.Upshaw@chandleraz.gov [mailto:Edward.Upshaw@chandleraz.gov]

**Sent:** Friday, March 13, 2015 3:13 PM

**To:** Kris Robinson

**Subject:** Re: Vigilant Solutions LPR quote for mobiles and private data access

Kris, can my current PIPPs equipment continue to be used and then convert the data from BOSS to LEARN until that equipment is no longer functional or obsolete?

Commander Edward Upshaw

Desert Breeze Substation

Chandler Police Department

Desk 480 782-4840

Kris Robinson ---03/13/2015 02:19:20 PM---Commander Upshaw, I want to thank you again for taking



the time to meet with Greg and me this past

From: Kris Robinson <kris.robinson@vigilantsolutions.com>  
To: "edward.upshaw (edward.upshaw@chandleraz.gov)" <edward.upshaw@chandleraz.gov>  
Cc: Kris Robinson <kris.robinson@vigilantsolutions.com>  
Date: 03/13/2015 02:19 PM  
Subject: Vigilant Solutions LPR quote for mobiles and private data access

Commander Upshaw,

I want to thank you again for taking the time to meet with Greg and me this past Monday. I was able to speak to my management last night to review pricing options for you. In summary, the attached quote provides you with:

A LEARN one year subscription with unlimited access to the "private data" and analytics for all sworn in your agency  
Two LPR 3 camera mobile systems with installation and all services  
Includes all hosting fees for two years  
Includes Mobile Hit Hunter and Mobile Companion (LEARN from a mobile phone or tablet) for two years  
Unlimited access to Facial Recognition with access to our library of over 13 million images (first year)  
Includes all services to migrate a copy of all your historical data from BOSS into LEARN  
Includes the services and utility to ingest all your current detections/reads from your existing 3M/PIPS mobiles into LEARN

After year one, if you see the value of the private data and want to continue with a subscription, the 2nd year cost will be \$22,500 to continue unlimited use of the private data. Our standard MSPR pricing for private data based on the number of sworn in your agency is \$47,995.

Please let me know if you have any questions or comments. We had some very good discussions during our visits in AZ. Scottsdale doesn't want equipment, only access to private data so I am providing them similar pricing but without equipment. Christopher with Mesa said he was surprised his agency didn't move forward on our previous quote. I am working out some options with him that we discussed in our meeting. He is also getting meetings set up for me with DPS and the Auto Theft Association to try and solicit their support on a more statewide LPR approach. He felt it would be good for each agency to get on board now and then work on pulling in others as they see the success and results of the program. We also met with Glendale PD to provide them some refresher training. They bought a LEARN subscription last year for \$25K. Yesterday, they sent us the contract to sign to renew for another year. During our training with them and the US Marshalls, a few comments were made that they are excited to renew as they said they can't live without it. They obviously can but it was nice to hear they are having good success.

I look forward to your feedback and am happy to address any questions or concerns. Thank you again for your time and consideration.

Kris Robinson  
Western Regional Sales Director  
2021 Las Positas Court | Suite 101 | Livermore, CA 94551  
O: 925.398.2079 | F: 925.398.2113 | M: 949-525-3326

Kris.Robinson@vigilantsolutions.com<<mailto:Kris.Robinson@vigilantsolutions.com>>

[Description: VigilantSolutions-emailsig]

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[www.vigilantsolutions.com](http://www.vigilantvideo.com/)<<http://www.vigilantvideo.com/>>

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[attachment "winmail.dat" deleted by Edward Upshaw/COC] [attachment "Vigilant\_Solutions\_Quote#\_KRO-0040-03.pdf" deleted by Edward Upshaw/COC]  
[attachment "image003.png" deleted by Edward Upshaw/COC]



{In Archive} Vigilant Solutions ALPR / NVLS  
Kris Robinson to: edward.upshaw@chandleraz.gov  
Cc: Kris Robinson

02/24/2015 06:03 PM

Archive:

This message is being viewed in an archive.

Commander Upshaw,

I am with Vigilant Solutions. I was hoping you are open to meet the week of March 9<sup>th</sup> to readdress the possibility of working with Vigilant to gain access to our NVLS private data through a LEARN subscription and work out a plan to share data with the rest of the EVIC agencies. I did participate in a few of the meetings last year when EVIC collectively was evaluating their options with several different LPR vendors. We were told everyone sees the value of accessing the private data (3 billion reads) and our analytics but felt our pricing may be too high.

I realize each agency has different requirements but all collectively want to share data with each other and would like the ability to access the private data if it is cost effective. We can do that easily with having a hosted solution. I am in a position where I want to readdress the pricing and see what we can do to fit into your budget. I am confident we can reach a price point that is a win/win for everyone. I truly would appreciate the opportunity to discuss this with you if there is still an interest in our products and services. I plan to reach out to the other agencies to find out their interest as well. Sgt. Chris Arvayo with Mesa PD and I are speaking tomorrow. I will be in AZ March 9<sup>th</sup> and 10<sup>th</sup> and would like to meet with each agency or everyone together if that works better.

I look forward to hearing from you.

Sincerely,

Kris Robinson  
Western Regional Sales Director  
2021 Las Positas Court | Suite 101 | Livermore, CA 94551  
O: 925.398.2079 | F: 925.398.2113 | M: 949-525-3326  
[Kris.Robinson@vigilantsolutions.com](mailto:Kris.Robinson@vigilantsolutions.com)



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Archive:

{In Archive} Re: Vigilant Solutions ALPR / NVLS  
Edward Upshaw to: Kris Robinson

03/03/2015 02:41 PM

This message is being viewed in an archive.

Monday afternoon is still open. Where do you want to meet? My substation is located at 251 N Desert Breeze Rd, Chandler

Sent from my iPad

On Mar 3, 2015, at 07:07, Kris Robinson <[kris.robinson@vigilantsolutions.com](mailto:kris.robinson@vigilantsolutions.com)> wrote:

Commander Upshaw,

I will be in Phoenix this coming Monday and Tuesday and was hoping we could schedule a little time to meet. Please see my previous email sent below. I have meetings scheduled with Scottsdale and Tempe. I have been playing phone tag with Chris from Mesa and am still trying to get a meeting secured with Gilbert as well. Can you please let me know if this is possible? I can also be reached on my cell at 949-525-3326.

Thank you for your consideration.

Kris Robinson  
Western Regional Sales Director  
2021 Las Positas Court | Suite 101 | Livermore, CA 94551  
O: 925.398.2079 | F: 925.398.2113 | M: 949-525-3326  
[Kris.Robinson@vigilantsolutions.com](mailto:Kris.Robinson@vigilantsolutions.com)

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**From:** Kris Robinson  
**Sent:** Tuesday, February 24, 2015 5:03 PM  
**To:** [edward.upshaw@chandleraz.gov](mailto:edward.upshaw@chandleraz.gov)  
**Cc:** Kris Robinson  
**Subject:** Vigilant Solutions ALPR / NVLS

Commander Upshaw,

I am with Vigilant Solutions. I was hoping you are open to meet the week of March 9<sup>th</sup> to readdress the possibility of working with Vigilant to gain access to our NVLS private data through a LEARN subscription and work out a plan to share data with the rest of the EVIC agencies. I did participate in a few of the meetings last year when EVIC collectively was evaluating their options with several different LPR vendors. We were told everyone sees the value of accessing the private data (3 billion reads) and our analytics but felt our pricing may be too high.

I realize each agency has different requirements but all collectively want to share data with each other and would like the ability to access the private data if it is cost effective. We can do that easily with having a hosted solution. I am in a position where I want to readdress the pricing and see what we can do to fit into your budget. I am confident we can reach a price point that is a win/win for everyone. I truly would appreciate the opportunity to discuss this with you if there is still an interest in our products and services. I plan to reach out to the other agencies to find out their interest as well. Sgt. Chris Arvayo with Mesa PD and I are speaking tomorrow. I will be in AZ March 9<sup>th</sup> and 10<sup>th</sup> and would like to meet with each agency or everyone together if that works better.

I look forward to hearing from you.

Sincerely,

Kris Robinson  
Western Regional Sales Director  
2021 Las Positas Court | Suite 101 | Livermore, CA 94551  
O: 925.398.2079 | F: 925.398.2113 | M: 949-525-3326  
[Kris.Robinson@vigilantsolutions.com](mailto:Kris.Robinson@vigilantsolutions.com)

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Archive:

{In Archive} Re: Vigilant Solutions ALPR / NVLS  
Edward Upshaw to: Kris Robinson

03/03/2015 04:17 PM

This message is being viewed in an archive.

Done

Sent from my iPad

On Mar 3, 2015, at 14:49, Kris Robinson <[kris.robinson@vigilantsolutions.com](mailto:kris.robinson@vigilantsolutions.com)> wrote:

Commander Upshaw,

We can meet at your station. How about 3:30 PM? Will that work?

Thank you,

Kris Robinson  
Western Regional Sales Director  
2021 Las Positas Court | Suite 101 | Livermore, CA 94551  
O: 925.398.2079 | F: 925.398.2113 | M: 949-525-3326  
[Kris.Robinson@vigilantsolutions.com](mailto:Kris.Robinson@vigilantsolutions.com)

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**From:** [Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov) [<mailto:Edward.Upshaw@chandleraz.gov>]

**Sent:** Tuesday, March 3, 2015 1:41 PM

**To:** Kris Robinson

**Subject:** Re: Vigilant Solutions ALPR / NVLS

Monday afternoon is still open. Where do you want to meet? My substation is located at 251 N Desert Breeze Rd, Chandler

Sent from my iPad

On Mar 3, 2015, at 07:07, Kris Robinson <[kris.robinson@vigilantsolutions.com](mailto:kris.robinson@vigilantsolutions.com)> wrote:

Commander Upshaw,

I will be in Phoenix this coming Monday and Tuesday and was hoping we could schedule a little time to meet. Please see my previous email sent below. I have meetings scheduled with Scottsdale and Tempe. I have been playing phone tag with Chris from Mesa and am still trying to get a meeting secured with Gilbert as well. Can you please let me know if this is possible? I can also be reached on my cell at 949-525-3326.

Thank you for your consideration.

Kris Robinson  
Western Regional Sales Director  
2021 Las Positas Court | Suite 101 | Livermore, CA 94551  
O: 925.398.2079 | F: 925.398.2113 | M: 949-525-3326  
[Kris.Robinson@vigilantsolutions.com](mailto:Kris.Robinson@vigilantsolutions.com)

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**From:** Kris Robinson  
**Sent:** Tuesday, February 24, 2015 5:03 PM  
**To:** [edward.upshaw@chandleraz.gov](mailto:edward.upshaw@chandleraz.gov)  
**Cc:** Kris Robinson  
**Subject:** Vigilant Solutions ALPR / NVLS

Commander Upshaw,

I am with Vigilant Solutions. I was hoping you are open to meet the week of March 9<sup>th</sup> to readdress the possibility of working with Vigilant to gain access to our NVLS private data through a LEARN subscription and work out a plan to share data with the rest of the EVIC agencies. I did participate in a few of the meetings last year when EVIC collectively was evaluating their options with several different LPR vendors. We were told everyone sees the value of accessing the private data (3 billion reads) and our analytics but felt our pricing may be too high.

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I look forward to hearing from you.

Sincerely,

Kris Robinson  
Western Regional Sales Director  
2021 Las Positas Court | Suite 101 | Livermore, CA 94551  
O: 925.398.2079 | F: 925.398.2113 | M: 949-525-3326  
[Kris.Robinson@vigilantsolutions.com](mailto:Kris.Robinson@vigilantsolutions.com)

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**{In Archive} Meeting with Vigilant Solutions to discuss LPR Options**

edward.upshaw

Kris Robinson to: (edward.upshaw@chandleraz.gov) , Greg Mills 03/06/2015 05:53 PM

Archive: This message is being viewed in an archive.

Updated for the time change this weekend. The meeting is still scheduled for 3:30.

Commander Upshaw,

I look forward to meeting with you next Monday afternoon at 3:30PM at your substation.

Thank you,

Kris Robinson  
Vigilant Solutions  
949-525-3326



winmail.dat message\_body.rtf



{In Archive} RE: Your request for information from Vigilant Solutions

Sam Sawda to: Regester, Mark

08/07/2014 06:10 PM

Cc: "Bill Kalaf", "Ray.Savoie@gilbertaz.gov",  
"Mark.Marino@gilbertaz.gov", "edward.upshaw@chandleraz.gov",  
Christopher Arvayo, "mkeran@scottsdaleaz.gov",  
"Buren, Brenda", "Karl.auerbach@srpmic-nsn.gov", Kris Robinson

Archive: This message is being viewed in an archive.

Hello Mark & Team,

Sorry about any delays.

1: The answer for number one question is yes, unlimited access to CarDetector mobile and MHH.

2: The answer to number two question:

We did not include the three-year warranty on the hardware. We did not have the discussion with you all on this topic, specifically how to structure it (e.g., are the cameras that are delivered in Year 3 covered for three years, or our standard one-year? Each Hardware and Software kit it is currently priced for one Year from the starting date of service.

We can address this specific matter when we meet next week, and give you the best option that fit your needs & requirements.

Thank you.

Regards,

**Sam Sawda, SW Regional Sales Manager**

2021 Las Positas Court | Suite 101 | Livermore, CA 94551

P: 925.398.2079 | F: 925.398.2113 | M: 909-204-8770

[Sam.Sawda@vigilantsolutions.com](mailto:Sam.Sawda@vigilantsolutions.com)



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**From:** Regester, Mark [mailto:mark\_regester@tempe.gov]

**Sent:** Monday, August 4, 2014 10:38 AM

**To:** Sam Sawda

**Cc:** 'Bill Kalaf'; Ray.Savoie@gilbertaz.gov; Mark.Marino@gilbertaz.gov;

edward.upshaw@chandleraz.gov; Christopher Arvayo; mkeran@scottsdaleaz.gov; Buren, Brenda; Karl.auerbach@srpmic-nsn.gov

**Subject:** RE: Your request for information from Vigilant Solutions

Sam,

A couple more questions in reference to the ILP Bundle.

- Item # 3 of the five components; does this include unlimited use of CarDetector MHH and Mobile Companion?
- Are all hardware components covered by warrant during the length of the three year subscription?

Mark

**From:** Bill Kalaf [<mailto:Bill.Kalaf@MesaAZ.gov>]

**Sent:** Thursday, July 31, 2014 4:24 PM

**To:** Sam Sawda; [Ray.Savoie@gilbertaz.gov](mailto:Ray.Savoie@gilbertaz.gov); [Mark.Marino@gilbertaz.gov](mailto:Mark.Marino@gilbertaz.gov); [edward.upshaw@chandleraz.gov](mailto:edward.upshaw@chandleraz.gov); Buren, Brenda; Regester, Mark; Christopher Arvayo; [mkeran@scottsdaleaz.gov](mailto:mkeran@scottsdaleaz.gov); [Karl.auerbach@srpmic-nsn.gov](mailto:Karl.auerbach@srpmic-nsn.gov)

**Subject:** RE: Your request for information from Vigilant Solutions

Sam,

One quick question?

Is the "Peace of Mind" Service Package the one referenced under the "ILP Standard Price" - (1year matrix) and the "Three Year ILP Standard Price" - (3 year matrix)?

Thanks

Bill



**Bill Kalaf**  
**Director -**  
**Intelligence-Led**  
**Policing**  
**City of Mesa - Police**  
**Department**  
**130 N. Robson**  
**Mesa, AZ 85201**  
**Office: 480-644-6067**  
**Cell: 480-322-8544**  
**Email:**  
**[Bill.Kalaf@Mesaaz.gov](mailto:Bill.Kalaf@Mesaaz.gov)**

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**From:** Sam Sawda [<mailto:sam.sawda@vigilantsolutions.com>]

**Sent:** Wednesday, July 30, 2014 8:46 PM

**To:** Bill Kalaf; [Ray.Savoie@gilbertaz.gov](mailto:Ray.Savoie@gilbertaz.gov); [Mark.Marino@gilbertaz.gov](mailto:Mark.Marino@gilbertaz.gov); [edward.upshaw@chandleraz.gov](mailto:edward.upshaw@chandleraz.gov); [brenda\\_buren@tempe.gov](mailto:brenda_buren@tempe.gov); [mark\\_regester@tempe.gov](mailto:mark_regester@tempe.gov); Christopher Arvayo; [mkeran@scottsdaleaz.gov](mailto:mkeran@scottsdaleaz.gov); [Karl.auerbach@srpmic-nsn.gov](mailto:Karl.auerbach@srpmic-nsn.gov)

**Cc:** [adam.rubin@vigilantsolutions.com](mailto:adam.rubin@vigilantsolutions.com); [bill.quinlan@vigilantsolutions.com](mailto:bill.quinlan@vigilantsolutions.com); [kris.robinson@vigilantsolutions.com](mailto:kris.robinson@vigilantsolutions.com); [neil.schlisserman@vigilantsolutions.com](mailto:neil.schlisserman@vigilantsolutions.com); [brian.shockley@vigilantsolutions.com](mailto:brian.shockley@vigilantsolutions.com)

**Subject:** RE: Your request for information from Vigilant Solutions

---

Dear Executive Director Bill Kalaf,

Thank you for your interest in Vigilant Solutions.

Vigilant Solutions is a world leading provider of law enforcement intelligence solutions based on the LEARN Intelligence Platform, including LPR, Public Records, Facial Recognition and more.

I have attached Vigilant Solutions proposal that was prepared based on our last meeting with you at the East Valley Fusion Center in Mesa Arizona.

We look forward to meeting with you all on August 13, 2014 at 2 PM and learning how we can be of value to East Valley Fusion Center Agencies.

Thanks,

**Sam Sawda, SW Regional Sales Manager**

2021 Las Positas Court | Suite 101 | Livermore, CA 94551

P: 925.398.2079 | F: 925.398.2113 | M: 909-204-8770

[Sam.Sawda@vigilantsolutions.com](mailto:Sam.Sawda@vigilantsolutions.com)

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Archive:

{In Archive} Fw: Vigilant Solutions LEARN/ Chandler Police AZ  
William Mulliken to: David LeVoy, Edward Upshaw

01/09/2015 07:24 PM

This message is being viewed in an archive.

Sergeant W. Mulliken #S78  
Chandler Police Department  
Special Investigations Section  
Narcotics Unit  
(480) 782-4467

[www.chandlerpd.com](http://www.chandlerpd.com)

----- Forwarded by William Mulliken/COC on 01/09/2015 07:23 PM -----

From: Sam Sawda <sam.sawda@vigilantsolutions.com>  
To: "William.Mulliken@chandleraz.gov" <William.Mulliken@chandleraz.gov>  
Date: 01/09/2015 12:44 PM  
Subject: RE: Vigilant Solutions LEARN/ Chandler Police AZ

Hello Sergeant W. Mulliken,

Thank you for taking the time to write to us at Vigilant Solutions. FYI, we have two programs now that we have recently discontinued. Our NVLS Tier II paid subscription service and our Tier I (free) service that was discontinued on December 15, 2014. The reasons behind the change to offer a LEARN data subscription in place of NVLS is the fact there is a significant cost for us to maintain and grow the NVLS servers. Also, the accountability having the Agency Manager capabilities within LEARN to better manage agency access, user profiles, auditing, etc., that NVLS didn't provide. Tier 1 was the free search that allowed for 3 searches per day, 7 per week and 15 per month. NVLS Tier 2 was a paid subscription which was \$99 per month. Both Tier 1 and 2 only gave very limited information and not all the capabilities and analytics that a LEARN data subscription or Intelligent Led Policing bundle (ILP) provides. Shown below are some of the additional features you gain when accessing the private data through LEARN:

Option one (1) is to pay the annual charge for the creation of the account, ability for agency to set up an unlimited number of users, set up auditing, create and manage alerts, and use Vigilants analytics with no private data only law enforcement contributions your annual cost will be \$995.00.

The Second (2) option will gives you full access to LEARN with private Data and all the things lists below. We price the LDS service based on the number of sworn. Ability for agency to set up an unlimited number of users, set up auditing, create and manage alerts, and use Vigilants analytics Data Subscription (LDS) with unlimited Private data your agency fall(s) under the Tier level 3 at \$47,995.00 per year.

Option three (3) is our new Intelligent Led Policing (ILP) bundle that includes unlimited users and unlimited access to private data, LEARN and all our analytics, unlimited use of our mobile Learn companion, facial recognition and two (2) two mobile LPR systems or (4) fixed LPR cameras all at one annual price. Again, the pricing is based on the

number of sworn. Your pricing at Tier 3 is \$62,390.00, annually and you get new cameras included in the price each year. Note: Installation, camera mounting bracket, startup and commissioning and extended warranty are not included.

Let me know if you have any question and which option will match your needs, I will email you official quotation.

Regards,

**Sam Sawda, SW Regional Sales Manager**

2021 Las Positas Court | Suite 101 | Livermore, CA 94551

P: 925.398.2079 | F: 925.398.2113 | M: 909-204-8770

[Sam.Sawda@vigilantsolutions.com](mailto:Sam.Sawda@vigilantsolutions.com)



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**From:** Lindsay Plummer

**Sent:** Friday, January 9, 2015 6:26 AM

**To:** William.Mulliken@chandleraz.gov

**Cc:** Sam Sawda; Rachel Huntington; Sam Sawda

**Subject:** RE: Vigilant Solutions LEARN

Good morning,

Thanks for the quick response. By copy of this email I would like to introduce you to Sam Sawda (Regional Sales Manager) and Rachel Huntington (LEARN Overlay Sales Manager). I will ask that they contact you to discuss pricing options.

Regards,

Lindsay Plummer

Vigilant Solutions

Marketing Specialist

248-379-6201

**From:** [William.Mulliken@chandleraz.gov](mailto:William.Mulliken@chandleraz.gov) [mailto:[William.Mulliken@chandleraz.gov](mailto:William.Mulliken@chandleraz.gov)]

**Sent:** Thursday, January 08, 2015 8:54 PM

**To:** Lindsay Plummer  
**Subject:** Fw: Vigilant Solutions LEARN

Lindsay,

I spoke to someone at NATIA this year about a quote and then was a number of agencies were going in together and buying a package, mine included. The last I heard that deal has fallen apart so I am back to where I started 6 months ago. I am interested in getting a quote on a package for 10 users. I don't need it for my entire department just my unit. Is it possible to do that?

**Sergeant W. Mulliken #S78**  
**Chandler Police Department**  
**Special Investigations Section**  
**Narcotics Unit**  
**(480) 782-4467**

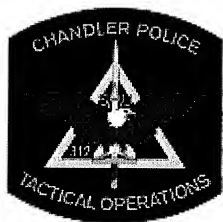
**[www.chandlerpd.com](http://www.chandlerpd.com)**

----- Forwarded by William Mulliken/COC on 01/08/2015 06:50 PM -----

**From:** Samuel Garday/COC  
**To:** William [Mulliken/COC@chandleraz.gov](mailto:Mulliken/COC@chandleraz.gov)  
**Date:** 01/08/2015 05:22 PM  
**Subject:** Fw: Vigilant Solutions LEARN

Are we going to get subscriptions for any of us? I used this occasionally. It was a good tool. Apparently their free program went away.

**Detective Samuel Garday #538**  
**Special Assignment Unit**  
**Narcotics Unit**  
**Task Force Officer DEA**  
**Cell Phone (602) 492-5738**



----- Forwarded by Samuel Garday/COC on 01/08/2015 05:21 PM -----

**From:** Lindsay Plummer <[lindsay.plummer@vigilantsolutions.com](mailto:lindsay.plummer@vigilantsolutions.com)>  
**To:** "Samuel.Garday@chandleraz.gov" <[Samuel.Garday@chandleraz.gov](mailto:Samuel.Garday@chandleraz.gov)>  
**Date:** 01/05/2015 07:37 AM  
**Subject:** RE: Vigilant Solutions LEARN

Yes, the NVLS (free program) has been discontinued along with the NVLS app. Everything has been transitioned over to the LEARN platform as described below. Please let me know if I can answer any additional questions or if you would like a price quote for your agency.

Regards,

Lindsay Plummer  
Vigilant Solutions  
Marketing Specialist  
248-379-6201

**From:** [Samuel.Garday@chandleraz.gov](mailto:Samuel.Garday@chandleraz.gov) [mailto:[Samuel.Garday@chandleraz.gov](mailto:Samuel.Garday@chandleraz.gov)]  
**Sent:** Monday, January 05, 2015 8:44 AM  
**To:** Lindsay Plummer  
**Subject:** Re: Vigilant Solutions LEARN

I was signed up before, not exactly sure which program, but I could run plates, now my login does not work, did you guys have a free program you discontinued. I had the phone app I used on occasion...

Sent from my iPhone

> On Jan 2, 2015, at 8:13 AM, "Lindsay Plummer" <[lindsay.plummer@vigilantsolutions.com](mailto:lindsay.plummer@vigilantsolutions.com)> wrote:  
>  
> Detective Garday,  
>  
> Thank you for contacting Vigilant Solutions. LEARN (datasheet attached) is our enterprise LPR solution. LEARN has many features, including:  
>  
> \* Partial plate searches  
> \* Ability to run searches of an area without knowing the plate number  
> \* Ability to review LPR records through a file strip helping to search for a specific color or model of vehicle without knowing the plate number  
> \* Ability to search based on geo-zone fencing  
> \* Ability to connect with any of Vigilant's law enforcement customer and share LPR data  
> \* Unlimited access to query Vigilant's private data  
> \* Ability to connect your mobile phone LPR application "Mobile Companion" to LEARN to act as a LPR scanner  
> \* Ability to perform common plate analysis on plates for up to 20 common locations, dates, and times (StakeOut)  
> \* Ability to identify possible associates of known suspects (Associate Analysis)  
> \* Ability to use statistical analysis to determine the location with highest probability to find vehicle based on known address, LPR records, DMV, public records (Locate Analysis)  
> \* Ability to create user groups and group alerts  
> \* Ability to load unlimited hotlist records  
> \* Ability to automate hotlist uploads on a schedule  
> \* Send alerts to individuals or groups of users  
> \* Ability to use interactive Google map and plot matches of hotlists establish criminal patterns or get



visibility to high crime areas

- > \* Ability to plot plates of interests on a single map
- > \* Ability to export LPR records in PDF or Excel format with and without images
- > \* Ability to export many LPR records in one large single PDF
- > \* Ability to connect Vigilant LPR kits and store additional LPR data
- > \* Ability to run auditing reports on usage
- > \* Ability to use the dashboards function to help monitor LPR statistics such as detections, hits, hotlist records, users, accuracy...etc
- > \* Ability to see density of Vigilant's LPR scans in specific areas to help understand current coverage
- > \* Ability to identify the route traveled by Vigilant's private fleet through a given area
- > \* Ability to save geo-zones for future searches without having to redraw saving time
- > \* Ability to change view and organization of LPR data query results
- > \* Ability to run searches without GPS coordinates
- >
- > LEARN is sold on an annual agency license, and we have different pricing models based on agency size. Please let me know if you have any questions at all. I would be happy to schedule a webinar to show you what LEARN can do. I can also put you in touch with our sales team if you'd like to discuss pricing for your agency.
- >
- > Thank you,
- >
- > Lindsay Plummer
- > Vigilant Solutions
- > Marketing Specialist
- > 248-379-6201
- >
- > <Vigilant-LEARN-Datasheet-May2013.pdf>



{In Archive} RE: Modified Proposal

Ray.Savoie@gilbertaz.gov,  
Mark.Marino@gilbertaz.gov,  
edward.upshaw@chandleraz.gov,

Sam Sawda to: brenda\_buren@tempe.gov,  
mark\_regester@tempe.gov, Christopher Arvayo  
, mkeran@scottsdaleaz.gov,  
Karl.auerbach@srpmic-nsn.gov, Bill Kalaf

08/27/2014 05:36 PM

Cc: Neil Schlisserman, Bill Quinlan , Kris Robinson

---

History: This message has been forwarded.

Archive: This message is being viewed in an archive.

Good Evening Director Bill Kalaf,

Thank you for your interest in Vigilant Solutions. I have attached the modified Vigilant Solutions proposal that was prepared based on our last meeting with you at the East Valley Fusion Center in Mesa Arizona.

We look forward to answer any questions you and your colleagues might have in regards to this proposal, and we look forward to working with you and assisting you throughout the learning process of our products.

Thanks,

Regards,

**Sam Sawda**, SW Regional Sales Manager

2021 Las Positas Court | Suite 101 | Livermore, CA 94551

P: 925.398.2079 | F: 925.398.2113 | M: 909-204-8770

[Sam.Sawda@vigilantsolutions.com](mailto:Sam.Sawda@vigilantsolutions.com)



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[WWW.VIGILANTSOLUTIONS.COM](http://WWW.VIGILANTSOLUTIONS.COM)

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**From:** Bill Kalaf [mailto:Bill.Kalaf@MesaAZ.gov]

**Sent:** Thursday, August 21, 2014 4:13 PM

**To:** Sam Sawda

**Subject:** Modified Proposal

Sam,  
I am off tomorrow, please let me know when you have the new proposal ready.  
Thanks  
Bill

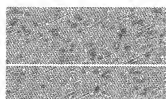


**Bill Kalaf**  
**Director -**  
**Intelligence-Led**  
**Policing**  
**City of Mesa - Police**  
**Department**  
**130 N. Robson**  
**Mesa, AZ 85201**  
**Office: 480-644-6067**  
**Cell: 480- [REDACTED]**  
**Email:**  
**[Bill.Kalaf@Mesaaz.gov](mailto:Bill.Kalaf@Mesaaz.gov)**

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EVIC Proposal 8-27-2014.pdf



{In Archive} RE: Modified Proposal  
Edward Upshaw to: Nathan Duncan, Preston Pierce

08/27/2014 05:53 PM

Archive: This message is being viewed in an archive.

What do you guys think of this proposal?

Commander Edward Upshaw  
Desert Breeze Substation  
Chandler Police Department  
Desk 480 782-4840

----- Forwarded by Edward Upshaw/COC on 08/27/2014 05:52 PM -----

From: Sam Sawda <sam.sawda@vigilantsolutions.com>  
To: "Ray.Savoie@gilbertaz.gov" <ray.savoie@gilbertaz.gov>, "Mark.Marino@gilbertaz.gov" <mark.marino@gilbertaz.gov>, "edward.upshaw@chandleraz.gov" <edward.upshaw@chandleraz.gov>, "brenda\_buren@tempe.gov" <brenda\_buren@tempe.gov>, "mark\_regester@tempe.gov" <mark\_regester@tempe.gov>, Christopher Arvayo <Christopher.Arwayo@mesaaz.gov>, "mkeran@scottsdaleaz.gov" <mkeran@scottsdaleaz.gov>, "Karl.auerbach@srpmic-nsn.gov" <karl.auerbach@srpmic-nsn.gov>, Bill Kalaf <Bill.Kalaf@MesaAZ.gov>  
Cc: Neil Schlisserman <neil.schlisserman@vigilantsolutions.com>, Bill Quinlan <bill.quinlan@vigilantsolutions.com>, Kris Robinson <kris.robinson@vigilantsolutions.com>  
Date: 08/27/2014 05:36 PM  
Subject: RE: Modified Proposal

---

Good Evening Director Bill Kalaf,

Thank you for your interest in Vigilant Solutions. I have attached the modified Vigilant Solutions proposal that was prepared based on our last meeting with you at the East Valley Fusion Center in Mesa Arizona.

We look forward to answer any questions you and your colleagues might have in regards to this proposal, and we look forward to working with you and assisting you throughout the learning process of our products.

Thanks,

Regards,

**Sam Sawda**, SW Regional Sales Manager

2021 Las Positas Court | Suite 101 | Livermore, CA 94551

P: 925.398.2079 | F: 925.398.2113 | M: 909-204-8770

[Sam.Sawda@vigilantsolutions.com](mailto:Sam.Sawda@vigilantsolutions.com)



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**From:** Bill Kalaf [mailto:Bill.Kalaf@MesaAZ.gov]  
**Sent:** Thursday, August 21, 2014 4:13 PM  
**To:** Sam Sawda  
**Subject:** Modified Proposal

Sam,

I am off tomorrow, please let me know when you have the new proposal ready.

Thanks

Bill



**Bill Kalaf**  
**Director - Intelligence-Led Policing**  
**City of Mesa - Police Department**  
**130 N. Robson**  
**Mesa, AZ 85201**  
**Office: 480-644-6067**  
**Cell: 480-322-8544**  
**Email: [Bill.Kalaf@Mesaaz.gov](mailto:Bill.Kalaf@Mesaaz.gov)**

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EVIC Proposal 8-27-2014.pdf



{In Archive} RE: LRP Evaluations for the East Valley Law Enforcement Agencies

Shawn Smith to: Bill Kalaf, Sam Sawda

06/23/2014 04:55 PM

CC: "Mark Regester (mark\_regester@tempe.gov)", Christopher Arvayo,  
"Michael Keran (mkeran@scottsdaleaz.gov)", "Ed Upshaw  
(edward.upshaw@chandleraz.gov)", Kris Robinson, Neil  
Schlisserman

Archive: This message is being viewed in an archive.

Hi Bill,

Thank you very much for your email. We are absolutely committed to supporting you and the East Valley Chiefs with your ALPR program and requirements, and know we can provide a common system that will seamlessly facilitate data sharing across the agencies. We are very excited with the positive feedback we have been receiving from other agencies utilizing our extensive LPR data bases and analytic tools and look forward to meeting with you and your team.

My understanding is you are working with Sam on scheduling a meeting for July 10th. Kris Robinson – our new West Coast Sales Director – and Neil Schlisserman, our VP of Sales, are both planning to attend this meeting with Sam. Vigilant will be very interested in providing a proposal that will cover all the agencies, and I have instructed my team to do so. If there is ever anything that does not meet your needs or you have any comments or concerns please do not hesitate to reach out to me. We will not let you down – we invest heavily in customer relationships.

Thank you for your time and consideration in our products and solutions.

Warm Regards,

Shawn

Shawn Smith  
Founder and President  
Vigilant Solutions Inc.



*Protecting Officers, Families and Communities*

[www.vigilantsolutions.com](http://www.vigilantsolutions.com)

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**From:** Bill Kalaf [mailto:Bill.Kalaf@MesaAZ.gov]  
**Sent:** Monday, June 23, 2014 9:34 AM  
**To:** Shawn Smith; Sam Sawda  
**Cc:** Mark Regester (mark\_regester@tempe.gov); Christopher Arvayo; Michael Keran (mkeran@scottsdaleaz.gov); Ed Upshaw (edward.upshaw@chandleraz.gov)  
**Subject:** LRP Evaluations for the East Valley Law Enforcement Agencies

Shawn,

I have been asked by the East Valley Chiefs to review several LPR systems. The object is to see if we can leverage a common system and/or the data across agencies. In addition, the chiefs want to look at how the East Valley Gang and Criminal Information Fusion Center could be used to benefit the LPR program.

Tempe PD has an excellent program underway with Vigilant and I know Scottsdale PD is also looking at the Vigilant Solution as well. In addition, other east valley agencies are looking at upgrading their current systems. In discussions, with all the agencies, there is an interest in setting the stage for coordinating information.

Shawn, is there an interest from Vigilant to look at a proposal to cover all the agencies? We can look at several options if there is an interest. The current East Valley PD's are Tempe, Chandler, Mesa, Scottsdale, Gilbert, Apache Junction, and Salt River.

Please let me know.

Thank you,  
Bill Kalaf



**Bill Kalaf**  
**Director -**  
**Intelligence-Led**  
**Policing**  
**City of Mesa - Police**  
**Department**  
**130 N. Robson**  
**Mesa, AZ 85201**  
**Office: 480-644-6067**  
**Cell: 480-██████████**  
**Email:**  
**[Bill.Kalaf@Mesaaz.gov](mailto:Bill.Kalaf@Mesaaz.gov)**

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{In Archive} RE: Your request for information from Vigilant Solutions

bill.kalaf@mesaaz.gov,  
Ray.Savoie@gilbertaz.gov,  
Mark.Marino@gilbertaz.gov,  
edward.upshaw@chandleraz.gov,

Sam Sawda to: brenda\_buren@tempe.gov,  
mark\_regester@tempe.gov,  
Christopher.Arvalo@mesaaz.gov,  
mkeran@scottsdaleaz.gov,  
Karl.auerbach@srpmic-nsn.gov

07/30/2014 08:45 PM

"adam.rubin@vigilantsolutions.com",  
"bill.quinlan@vigilantsolutions.com",  
Cc: "kris.robinson@vigilantsolutions.com",  
"neil.schlisserman@vigilantsolutions.com",  
"brian.shockley@vigilantsolutions.com"

---

Archive: This message is being viewed in an archive.

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Dear Executive Director Bill Kalaf,

Thank you for your interest in Vigilant Solutions.

Vigilant Solutions is a world leading provider of law enforcement intelligence solutions based on the LEARN Intelligence Platform, including LPR, Public Records, Facial Recognition and more.

I have attached Vigilant Solutions proposal that was prepared based on our last meeting with you at the East Valley Fusion Center in Mesa Arizona.

We look forward to meeting with you all on August 13, 2014 at 2 PM and learning how we can be of value to East Valley Fusion Center Agencies.

Thanks,

**Sam Sawda, SW Regional Sales Manager**

2021 Las Positas Court | Suite 101 | Livermore, CA 94551

P: 925.398.2079 | F: 925.398.2113 | M: 909-204-8770

[Sam.Sawda@vigilantsolutions.com](mailto:Sam.Sawda@vigilantsolutions.com)



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EVIC Proposal 7-24-2014 by Vigilant Solutions.pdfFaceSearch\_OCT13\_LFS.pdf



Vigilant IntelligenceLedPolicing May2014 LowRes.pdfVigilant LEARN Datasheet May2013.pdf



{In Archive} News from Vigilant Solutions  
Vigilant Solutions to: edward.upshaw  
Please respond to newsletter

04/25/2013 10:10 AM

Archive:

This message is being viewed in an archive.

### *Protecting Officers, Families and Communities*

April 2013

Vigilant is having a very exciting 2013 so far with many new features, new faces, new customers, and new challenges as you'll see in this edition of our newsletter. In the midst of all of this change, one thing remains constant - Vigilant's commitment to its customers to provide intelligent tools to help law enforcement protect officers, families and communities.

#### **Quick Links**

[About Vigilant](#)

[Vigilant FAQ's](#)

[True Story Videos](#)

## **Maryland State Police Child Recovery Unit Wins \$500 for Charity!**

The Maryland State Police Child Recovery Unit is our first winner for its success story of a 15-year old abducted girl being located and rescued from her abductor using LPR data from Vigilant (story below). As a thank you for their fine police work, Vigilant gladly made a \$500 donation to the National Law Enforcement Officers Memorial Fund on their behalf.

Want to know how you can be the next winner? [Read about it here.](#)

---

---

## **LPR Case File: 15 Year-old Girl Returned Safely Home From Abduction**

A 15 year old girl was abducted in New York and taken to a hotel in Maryland where she was held as a sex slave until Maryland State Police Child Recovery Unit was able to locate her, return her home to her family, and take her abductor into custody. How did they find her? - using private sector, commercial LPR data harvested by Vigilant and shared with law enforcement via Vigilant's national law enforcement data center. Read the full story at: [http://wp.me/p2A9NQ-vM.](http://wp.me/p2A9NQ-vM)

---

## **Legislative Efforts Target LPR Technology**

In 2012, Vigilant partnered with its law enforcement partners in California to defeat a Bill attempting to severely limit the use of LPR technology and the retention of historical LPR data. The message came through loud and clear that a Bill limiting the use of LPR technology and LPR data would result in lives lost and officers being put in harm's way.

Similar Bills are being sponsored across the country (Arkansas, Vermont, Minnesota, South Carolina, and others) that would prohibit Vigilant from harvesting commercial LPR data and sharing to law enforcement, and/or would limit the retention of historical LPR data down to as little as 7 days. Rest assured that Vigilant is making every reasonable effort to insure that LPR and LPR data continues to remain available as a tool for law enforcement.

Your voice is the strongest weapon against these bills, and it is important for you to help us stand against these efforts. How? - submit a story to help us tell the story of what LPR does for law enforcement and society. You could also win \$500 for a law enforcement charity. Below are two recent examples.

---

## **What You Need to Know - Privacy and Data Retention**

As referenced in the above legislative story, there are many proposed bills that seek to limit retention of historical LPR data. Why? Because certain private interest groups are claiming that LPR data collection is an invasion of privacy. These interest groups are rallying lawmakers to impose retention policies that would significantly reduce the investigative value of LPR and also hinder your abilities to solve crimes like those above.

Vigilant understands these concerns and has implemented safeguards against improper use of LPR data, limiting access only to credentialed law enforcement and also incorporating full agency audit controls, input of case numbers and other information to define permissible use. That said, Vigilant supports the responsible and managed use of LPR, but adamantly opposes efforts to restrict its use. Restricting LPR use and availability will ultimately result in lives lost and the needless endangerment of officers. On the topic of privacy, Vigilant stands behind these tenets, all based in fact:

- LPR does nothing more than what law enforcement has been doing since the advent of the license plate. In days prior to the technology, an officer would write down a license plate or call a plate in by radio. LPR effectively does the same thing BUT 1) it does not discriminate or profile, 2) it allows the officer to focus on driving, and 3) it increases an officer's efficiency at this task by more than 8X.
- The license plate is the property of the state, and the ability to drive is not a right, but a privilege. It is mandated by law in every state that the license plate must be clearly visible on the exterior of the car. Further, it is well established in the Courts that there is no reasonable expectation of privacy for drivers travelling on an open roadway and that LPR does not constitute an unlawful search. (U.S. vs Wilcox, 2011; Katz v. United States, 389 U.S. 347, 1967; United States v. Knotts, 460 U.S. 276 at 281, 1983;).
- LPR data in itself contains no personally identifiable information (PII) and cannot be linked to an individual without an investigator (with permissible purpose) taking an additional step to build this link.

So, what is the right answer for LPR data retention? The short answer - there is not one. Data retention periods vary all over the world from instant deletion to indefinite retention. A rough average would probably be in the ballpark of 12-18 months, however this is only due to pressures on the above issues as most agencies would like to see retention periods much longer. There is a movement within several stakeholder groups to call for a written recommendation of 5-7 years for Part 1, or Major Crimes Investigations. With statutes of limitations for these major crimes ranging in the years, it would simply be irresponsible to delete data (or legislate the deletion of data) that may otherwise help to locate a violent criminal, terrorist, or serial offender...or rescue an abducted child.

---

## **LPR Case File:**

### **Data Helps Solve Identity Theft from Veterans**

Nearly fifty (50) families of ailing and deceased veterans reported identity theft to Detective Andre Sanchez of Long Beach Police Department in California. All victims had been patients at a local VA hospital and had a nurse in common. Upon hearing of the investigation, the nurse fled the state. Using Vigilant's LPR data, Detective Sanchez was able to locate her over 2,000 miles away

and have her taken into custody. Read the full story at:  
<http://wp.me/p2A9NQ-zN>.

---

## There's an App for that!

Vigilant is announcing a new and even more intuitive way to access and use LPR data. A new user interface for our LEARN enterprise LPR solution has been developed and is available to users in parallel with the original interface. We would like to get your feedback on this new interface, and is available for use by our customers using your current LEARN credentials. Remember, we're hosted, so there is no software to install, just visit [learn-nvls.com/learnapps](http://learn-nvls.com/learnapps) to see the new look and feel, and be sure to click the "Give Us Your Feedback" link at the bottom to let us know your thoughts.

One of the new and exciting apps that is available in the new LEARN interface is called Stakeout. Stakeout is a new way of looking at LPR data and allows you to virtually "stake out" one or more locations of interest. View "visits" to this location from your own fleet of LPR vehicles and/or from commercial LPR data harvested by Vigilant and shared with law enforcement. Stakeout's Common Plate Analysis feature is an investigative solution that can analyze multiple locations for ALPR vehicle sightings to identify persons of interest that may be involved in pattern criminal behavior or to identify a person of interest whose travel patterns are known. Log in today and give it a try!  
Not yet a Vigilant customer? [Contact us today for a free trial!](#)

---

## We Want To Know

How are we doing? Please take 5 minutes to complete our customer satisfaction survey and let us know how we are doing. All responses are confidential and will be used to improve our Company, our products, and our service to you. After completing the survey, to show our appreciation, you will be entered to win a \$50 Amazon gift card!  
[Take the Survey Now](#)

---

## Contact Us!

If you or your agency want to speak to Vigilant Solutions about how any of our innovative intelligence solutions can benefit your agency, or if you have any comments or questions, please email [brian.shockley@vigilantsolutions.com](mailto:brian.shockley@vigilantsolutions.com) or call 1-866-960-9573, ext 731.

**[Forward this email](#)**

This email was sent to [edward.upshaw@chandleraz.gov](mailto:edward.upshaw@chandleraz.gov) by [newsletter@vigilantsolutions.com](mailto:newsletter@vigilantsolutions.com) | [Update Profile/Email Address](#) | Instant removal with [SafeUnsubscribe™](#) | [Privacy Policy](#).  
Vigilant Solutions | 2021 Las Positas Court | Suite 101 | Livermore | CA | 94551



Commander Upshaw,

Thanks for meeting with us at Coptech. You had indicated that you would like to integrate your existing PIPS units into our back office and perhaps expand your existing mobile units as well.

The integration of the PIPS data is quite simple, and we have done this now with several accounts around the country. Please let me know your timeline on this effort, and what you would like to see from us to help this along (bid spec, literature packet, meeting / demonstration, etc).

We are ready to assist, and look forward to working with you.

Thanks,

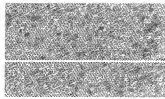
Brian Shockley  
Vice President of Marketing  
O +1 (925) 398-2079 ext 731  
M +1 (865) 228-2308



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{In Archive} Re: Vigilant LPR - CopTech follow up   
Edward Upshaw to: Nathan Duncan

10/03/2012 05:41 PM

Archive: This message is being viewed in an archive.

I absolutely concur.. This could be a goal of East Valley Fusion Center that could easily be implemented

Commander Edward Upshaw  
Chandler Heights Substation  
Chandler Police Department  
Desk 480 782-4910

Nathan Duncan

It would be very beneficial but we would still only...

10/03/2012 03:11:37 PM

From: Nathan Duncan/COC  
To: Edward Upshaw/COC@chandleraz.gov  
Date: 10/03/2012 03:11 PM  
Subject: Re: Vigilant LPR - CopTech follow up

---

It would be very beneficial but we would still only get those agencies and vendors who subscriber to Vigilant's LEARN back office system. I do not know of any agencies at this time who use them. I will follow up with Tempe Police and see if they have made any advancements with their regional LPR sharing project. I would hate to pull the trigger and purchase the back office product from Vigilant and then have it be of no use.

---

Detective Nathan Duncan #443  
Chandler Police Department  
Auto Theft / Repeat Offender Unit  
(480) 782-4442 (Office)  
(480) 782-4444 (Fax)

From: Edward Upshaw/COC  
To: Nathan Duncan/COC@chandleraz.gov, Kurt Houser/COC@chandleraz.gov  
Date: 10/03/2012 01:09 PM  
Subject: Vigilant LPR - CopTech follow up

Would this be something you believe would be beneficia?I.. the ability to check all LPR systems in one place

Commander Edward Upshaw  
Chandler Heights Substation  
Chandler Police Department  
Desk 480 782-4910

----- Forwarded by Edward Upshaw/COC on 10/03/2012 01:07 PM -----

From: "Brian Shockley" <brian.shockley@vigilantvideo.com>  
To: <edward.upshaw@chandleraz.gov>  
Date: 10/03/2012 12:46 PM  
Subject: Vigilant LPR - CopTech follow up

Commander Upshaw,

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Archive:

{In Archive} Vigilant LPR Disucssion

Randy Robinson to: Edward.Upshaw@chandleraz.gov

12/05/2012 03:29 PM

This message is being viewed in an archive.

Commander Edward Upshaw,

Please forgive my informal introduction, ordinarily I would do this in person but I am utilizing your email that was provided to me by Brian Shockley my VP of Marketing. So in essence this is a warm intro as I believe that Brain has shared with you that I would be reaching out to you today with regards to your department wanting to learn more about Vigilant Solutions and our LPR offerings.

So, my name is Randy Robinson and I serve as the Channel Development Manager for Vigilant Solutions. Now based upon the sense of urgency that Brian shared with me we should have a discussion asap. That being said, please share with me when a good time will be to call you and address any questions and further the discussion that you and Brian had this morning.

Please let me know when a good time to chat is or what our schedule looks like as far this discussion.

Warm regards,

Randy Robinson

Vigilant Solutions  
Channel Development Manager  
949-350-3486



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{In Archive} Vigilant Invitation to CopTech

Vigilant Solutions to: Edward

"Vigilant Solutions"

Sent by: <brian.shockley=vigilantsolutions.com@mail124.us2.m  
csv.net>

09/06/2012 07:12 AM

Please respond to Vigilant Solutions

---

Archive:

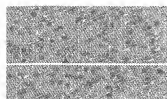
This message is being viewed in an archive.

---

Sent to edward.upshaw@chandleraz.gov — [why did I get this?](#)

[unsubscribe from this list](#) | [update subscription preferences](#)

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{In Archive} Vigilant LPR - CopTech follow up  
Edward Upshaw to: Nathan Duncan, Kurt Houser

10/03/2012 01:09 PM

Archive:

This message is being viewed in an archive.

Would this be something you believe would be beneficial?.. the ability to check all LPR systems in one place

Commander Edward Upshaw  
Chandler Heights Substation  
Chandler Police Department  
Desk 480 782-4910

----- Forwarded by Edward Upshaw/COC on 10/03/2012 01:07 PM -----

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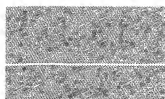
Thanks,

Brian Shockley  
Vice President of Marketing  
O +1 (925) 398-2079 ext 731  
M +1 (865) 228-2308



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{In Archive} Re: Vigilant LPR - CopTech follow up   
Nathan Duncan to: Edward Upshaw

10/04/2012 08:56 AM

Follow Up: Normal Priority.

History: This message has been replied to.

Archive: This message is being viewed in an archive.

I talked with the Detective in charge of the Tempe PD project and we are years ahead of them. They have a couple of LPR cameras but their data is dumped at the end of each shift. He is in the process of purchasing a server, fixed unit and mobile units with a budget of \$200,000. They are leaning to the PIPS system like ours. If that is the case than it would be really easy for us to link servers. The issue is the remaining agencies that are using different LPR companies. Assistant Chief John Rush is overseeing the Tempe project if you want to call and chat with him. I think that a "super server" would be best if placed and monitored with ACTIC. How that would be funded and controlled is a different story.

---

Detective Nathan Duncan #443  
Chandler Police Department  
Auto Theft / Repeat Offender Unit  
(480) 782-4442 (Office)  
(480) 782-4444 (Fax)

From: Edward Upshaw/COC  
To: Nathan Duncan/COC@chandleraz.gov  
Date: 10/03/2012 05:41 PM  
Subject: Re: Vigilant LPR - CopTech follow up

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Commander Edward Upshaw  
Chandler Heights Substation  
Chandler Police Department  
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From: Nathan Duncan/COC  
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Date: 10/03/2012 03:11 PM  
Subject: Re: Vigilant LPR - CopTech follow up

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Chandler Police Department  
Desk 480 782-4910

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From: "Brian Shockley" <brian.shockley@vigilantvideo.com>  
To: <edward.upshaw@chandleraz.gov>  
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Subject: Vigilant LPR - CopTech follow up

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## FW: Vigilant Solutions - FaceSearch web training

Tue 08/23/2016 1:00 PM - 2:30 PM

[Show Details](#)

Attendance is **required** for Edward Upshaw

Chair: **adam.rubin@vigilantsolutions.com**

Sent by: **Greg Mills <greg.mills@vigilantsolutions.com>**

Location: GoToMeeting Invitation

Required: Edward Upshaw/COC, erica.booth@wcpd.org, mike.weathermon@wcpd.org

Time zones: This entry was created in a different time zone. The time in that time zone is: Tue 08/23/2016 4:00 PM EDT - 5:30 PM EDT

### Description

-----Original Appointment-----

From: Adam Rubin

Sent: Wednesday, August 17, 2016 11:40 AM

To: Adam Rubin; rvasconcellos@fontana.org<mailto:rvasconcellos@fontana.org>; Barreiro, Nick; Roger Rodriguez

Cc: Greg Mills; Scott Dye

Subject: Vigilant Solutions - FaceSearch web training

When: Tuesday, August 23, 2016 4:00 PM-5:30 PM (UTC-05:00) Eastern Time (US & Canada).

Where: GoToMeeting Invitation

1. Please join my meeting.

<https://global.gotomeeting.com/join/585961973>

2. Use your microphone and speakers (VoIP) - a headset is recommended. Or, call in using your telephone.

Dial +1 (408) [REDACTED]

Access Code: [REDACTED]

Audio PIN: Shown after joining the meeting

Meeting ID: [REDACTED]

GoToMeeting®

Online Meetings Made Easy®

Not at your computer? Click the link to join this meeting from your iPhone®, iPad®, Android® or Windows Phone® device via the GoToMeeting app.

### Personal Notes



{In Archive} Fwd: [VS#1045955] Chandler PD Vigilant (NCIC Hotsheets needed.

Edward Upshaw to: William Edel, Danny Carter

07/29/2016 09:01 AM

Archive: This message is being viewed in an archive.

Can you guys fill out the PDIT related information

Sent from my iPad

Begin forwarded message:

**From:** "Vigilant Solutions Support" <[support@vigilantsolutions.com](mailto:support@vigilantsolutions.com)>  
**Date:** July 29, 2016 at 07:13:18 MST  
**To:** [Christopher.Nevin@chandleraz.gov](mailto:Christopher.Nevin@chandleraz.gov)  
**Cc:** [Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov)  
**Subject:** Re: [VS#1045955] Chandler PD Vigilant (NCIC Hotsheets needed.

Dear [Christopher.Nevin@chandleraz.gov](mailto:Christopher.Nevin@chandleraz.gov),

Here is the form for hot list access

Sincerely,

**Robert Seneschal**  
**Field Support Engineer**  
Vigilant Solutions Support Team  
(925) 398-2079

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[www.vigilantsolutions.com](http://www.vigilantsolutions.com)

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07/28/2016 14:42 - [Christopher.Nevin@chandleraz.gov](mailto:Christopher.Nevin@chandleraz.gov) wrote:  
Dear Sir/Ma'am,



{In Archive} Re: [VS#1045955] Chandler PD Vigilant (NCIC Hotsheets needed.

Edward Upshaw to: Vigilant Solutions Support

07/29/2016 09:00 AM

Archive:

This message is being viewed in an archive.

PDIT will have this by noon

Sent from my iPad

On Jul 29, 2016, at 07:13, Vigilant Solutions Support <[support@vigilantsolutions.com](mailto:support@vigilantsolutions.com)> wrote:

Dear [Christopher.Nevin@chandleraz.gov](mailto:Christopher.Nevin@chandleraz.gov),

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---

07/28/2016 14:42 - [Christopher.Nevin@chandleraz.gov](mailto:Christopher.Nevin@chandleraz.gov) wrote:

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I have included Commander Upshaw on this email, as he asked me to take care of this. He will be the one to sign off on these forms and we will send them right back.

I thank you in advance for your help with this matter.

Detective Chris Nevin, #647

Chandler Police Department

Criminal Investigations Bureau  
250 E Chicago St, 85225  
480-782-4333

<M1.2.gif>

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Please delete if received in error and notify sender. Thank you kindly.

<VS\_Hot-List\_Access\_Form\_Standard\_Fillable.pdf>



{In Archive} Re: [VS#1045955] Chandler PD Vigilant (NCIC Hotsheets needed.

Vigilant Solutions Support to: Christopher.Nevin  
Cc: Edward.Upshaw

07/29/2016 07:13 AM

History: This message has been replied to and forwarded.

Archive: This message is being viewed in an archive.

Dear Christopher.Nevin@chandleraz.gov,

Here is the form for hot list access

Sincerely,

**Robert Seneschal**

**Field Support Engineer**

Vigilant Solutions Support Team  
(925) 398-2079

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received in error and notify sender. Thank you kindly. VS\_Hot-List\_Access\_Form\_Standard\_Fillable.pdf



{In Archive} Free Webinar- Facial Recognition: Art or Science?- Fri. July 29  
Confirmation

Heather Richardson to: edward.upshaw  
Please respond to heather.richardson

07/28/2016 04:19 PM

Archive:

This message is being viewed in an archive.



Dear Edward,

Thank you for registering for "Free Webinar- Facial Recognition: Art or Science?- Fri. July 29".

\*We are limited to 100 attendees- if you receive a confirmation, you will be able to join this webinar. We apologize for the confusion with Thursday's webinar. If you receive notice that Friday's webinar is full- please sign up for a future webinar by visiting [www.vigilantsolutions.com/webinars](http://www.vigilantsolutions.com/webinars)

New breakthroughs in facial recognition technology are making it possible for all agencies to develop leads. Roger Rodriguez, a facial recognition expert, will share tips and tricks on how to develop leads with facial recognition.

Please register for this session, or stay tuned for additional sessions to be announced.

We hope that you can join us.

Thanks,

Heather Richardson

Marketing Specialist

[heather.richardson@vigilantsolutions.com](mailto:heather.richardson@vigilantsolutions.com)

Please send your questions, comments and feedback to: [heather.richardson@vigilantsolutions.com](mailto:heather.richardson@vigilantsolutions.com)

### How To Join The Webinar

Fri, Jul 29, 2016 11:00 AM - 12:00 PM MST

Add to Calendar: Outlook® Calendar | Google Calendar™ | iCal®

**1. Click the link to join the webinar at the specified time and date:**

<https://global.gotowebinar.com/join/2452044347101558276/162573460>

Before joining, be sure to check system requirements to avoid any connection issues.

*Note: This link should not be shared with others; it is unique to you.*

**2. Choose one of the following audio options:**

TO USE YOUR COMPUTER'S AUDIO:

When the webinar begins, you will be connected to audio using your computer's microphone and speakers (VoIP). A headset is recommended.

--OR--

TO USE YOUR TELEPHONE:

If you prefer to use your phone, you must select "Use Telephone" after joining the webinar and call in using the numbers below.

United States: +1

Access Code:

Audio PIN: Shown after joining the webinar

Webinar ID:



### **To Cancel this Registration**

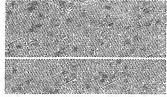
If you can't attend this webinar, you may [cancel your registration](#) at any time.

You are receiving this email because you registered for this webinar. Your email address and personal information will be used by the Webinar organizer to communicate with you about this event and their other services. To review the organizer's privacy policy or stop receiving their communications, please contact the organizer directly.

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{In Archive} Webinar Tomorrow: Use Facial Recognition for Investigations  
Edward Upshaw to: Nicole Potter

07/27/2016 04:39 PM

Archive: This message is being viewed in an archive.

Commander Edward Upshaw  
Operations Support Commander  
Chandler Police Department  
Desk 480 782-4915

----- Forwarded by Edward Upshaw/COC on 07/27/2016 04:39 PM -----

From: Heather Ford <heather.ford@vigilantsolutions.com>  
To: edward.upshaw@chandleraz.gov  
Date: 07/27/2016 02:46 PM  
Subject: Webinar Tomorrow: Use Facial Recognition for Investigations

---

Facial Recognition for Investigations. Vigilant Solutions will teach you how to effectively use facial recognition for investigative leads.

Is this email not  
displaying correctly?  
[View it in your browser.](#)

## Facial Recognition for Investigations

Facial Recognition is no longer just for controlled images. Vigilant's breakthrough technology makes it easy for any analyst, investigator, or detective to enhance low quality images to be used for face recognition.

Join Roger Rodriguez, 20-year veteran of NYPD, as he walks through Vigilant's facial recognition solution. Teaching you, or any law enforcement official for that matter, how to effectively use facial recognition for investigative leads.

- Workflow best practices
- Image enhancement tools
- Matching investigative leads

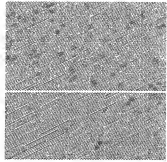
**Join the  
Webinar  
Thu, July  
28th  
2:00-3:00P  
M EDT  
REGISTER  
HERE**

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**Our mailing address is:**

Vigilant Solutions  
2021 Las Posits Court, Suite #101  
Livermore, CA 94551

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{In Archive} RE: Training tomorrow@ Chandler Police Department 250 E Chicago St, Chandler Arizona- Community Room 

Edward Upshaw to: Mark Rivera  
<mark.rivera@vigilantsolutions.com>

07/21/2016 05:23 PM

Archive: This message is being viewed in an archive.

copy,

Commander Edward Upshaw  
Operations Support Commander  
Chandler Police Department  
Desk 480 782-4915

Mark Rivera	Commander, Unfortunately I will not be there, I'm in Orlando at a conference. Greg will have training arranged for you.	07/20/2016 06:24:58 PM
-------------	---	------------------------

From: Mark Rivera <mark.rivera@vigilantsolutions.com>  
To: "Edward.Upshaw@chandleraz.gov" <Edward.Upshaw@chandleraz.gov>  
Date: 07/20/2016 06:24 PM  
Subject: RE: Training tomorrow@ Chandler Police Department 250 E Chicago St, Chandler Arizona- Community Room

---

Commander,  
Unfortunately I will not be there, I'm in Orlando at a conference. Greg will have training arranged for you.

Kindly,  
Mark Rivera  
Customer Retention Manager  
410-913-0130

Protecting Officers, Families and Communities

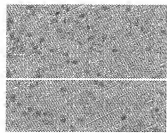
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-----Original Message-----

From: Edward.Upshaw@chandleraz.gov [mailto:Edward.Upshaw@chandleraz.gov]  
Sent: Wednesday, July 20, 2016 4:07 PM  
To: Mark Rivera <mark.rivera@vigilantsolutions.com>; Greg Mills <greg.mills@vigilantsolutions.com>  
Subject: Training tomorrow@ Chandler Police Department 250 E Chicago St, Chandler Arizona- Community Room

We haven't spoken in awhile, but wanted to make sure we are still on for this Thursday and Friday... If any conflict, give me a call at 602 370-5193. See you tomorrow. Our training Coordinator Tanya Keeton will be there to assist with setup, I will arrive later.. I have a 1300 meeting



{In Archive} Re: Training tomorrow@ Chandler Police Department 250 E  
Chicago St, Chandler Arizona- Community Room  
Edward Upshaw to: Tanya Keeton

07/20/2016 01:39 PM

Archive:

This message is being viewed in an archive.

Commander Edward Upshaw  
Operations Support Commander  
Chandler Police Department  
Desk 480 782-4915

----- Forwarded by Edward Upshaw/COC on 07/20/2016 01:39 PM -----

From: Greg Mills <greg.mills@vigilantsolutions.com>  
To: "Edward.Upshaw@chandleraz.gov" <Edward.Upshaw@chandleraz.gov>, Mark Rivera  
<mark.rivera@vigilantsolutions.com>  
Cc: Jacques Lilavois <jacques.lilavois@vigilantsolutions.com>  
Date: 07/20/2016 01:26 PM  
Subject: Re: Training tomorrow@ Chandler Police Department 250 E Chicago St, Chandler Arizona-  
Community Room

---

We're already in Phoenix. See you tomorrow :)

Sent from my Verizon 4G LTE Smartphone

----- Reply message -----

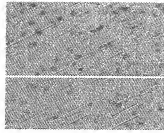
From: "Edward.Upshaw@chandleraz.gov" <Edward.Upshaw@chandleraz.gov>  
To: "Mark Rivera" <mark.rivera@vigilantsolutions.com>, "Greg Mills"  
<greg.mills@vigilantsolutions.com>  
Subject: Training tomorrow@ Chandler Police Department 250 E Chicago St, Chandler Arizona-  
Community Room  
Date: Wed, Jul 20, 2016 1:07 PM

We haven't spoken in awhile, but wanted to make sure we are still on for  
this Thursday and Friday... If any conflict, give me a call at 602  
370-5193. See you tomorrow. Our training Coordinator Tanya Keeton will  
be there to assist with setup, I will arrive later.. I have a 1300 meeting

Commander Edward Upshaw  
Operations Support Commander  
Chandler Police Department  
Desk 480 782-4915

(Embedded image moved to file: pic17206.gif)  
Green ... Don't idle your vehicle.

Think



{In Archive} Training tomorrow@ Chandler Police Department 250 E Chicago  
St, Chandler Arizona- Community Room  
Edward Upshaw to: Mark Rivera, Greg Mills

07/20/2016 01:06 PM

Archive:

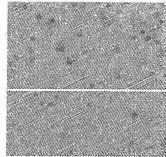
This message is being viewed in an archive.

We haven't spoken in awhile, but wanted to make sure we are still on for this Thursday and Friday... If any conflict, give me a call at 602 [REDACTED] See you tomorrow. Our training Coordinator Tanya Keeton will be there to assist with setup, I will arrive later.. I have a 1300 meeting

Commander Edward Upshaw  
Operations Support Commander  
Chandler Police Department  
Desk 480 782-4915



Think Green ... Don't idle your vehicle.



{In Archive} RE: National Vehicle Locator System access 

Edward Upshaw to: Mark Rivera  
<mark.rivera@vigilantsolutions.com>

06/24/2016 11:00 AM

Cc: Greg Mills

Archive: This message is being viewed in an archive.

I have you tentatively booked for training 1- 3 ( 4) on Thursday and 9-11 on Friday for new users. I am scheduling a new user and follow up with previously trained officers for that Thursday afternoon training session. Both sessions will be at Main HQ 250 E. Commonwealth

Commander Edward Upshaw  
Operations Support Commander  
Chandler Police Department  
Desk 480 782-4915

Mark Rivera

Commander/Greg, Just a note confirming I am a...

06/20/2016 05:49:27 AM

From: Mark Rivera <mark.rivera@vigilantsolutions.com>  
To: Greg Mills <greg.mills@vigilantsolutions.com>, "Edward.Upshaw@chandleraz.gov"  
<Edward.Upshaw@chandleraz.gov>  
Date: 06/20/2016 05:49 AM  
Subject: RE: National Vehicle Locator System access

---

Commander/Greg,  
Just a note confirming I am available that week.

Mark Rivera  
410-913-0130

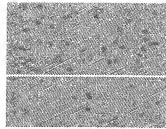
**From:** Greg Mills  
**Sent:** Friday, June 17, 2016 4:51 PM  
**To:** Mark Rivera; Edward.Upshaw@chandleraz.gov  
**Subject:** RE: National Vehicle Locator System access

Hi Commander,

You were on my list of e-mails today. We have a trip tentatively planned for the week of July 18<sup>th</sup>. Would that work for you?

Greg Mills  
Southwest Regional Manager  
M: 858.287.0067 | O: 925.398.2079  
[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)





{In Archive} RE: National Vehicle Locator System access 

Edward Upshaw to: Mark Rivera  
<mark.rivera@vigilantsolutions.com>

06/17/2016 01:56 PM

Archive:

This message is being viewed in an archive.

Copy, I got an email from Greg and will get it all set up,, We can make an advanced training happen too.

Commander Edward Upshaw  
Operations Support Commander  
Chandler Police Department  
Desk 480 782-4915

Mark Rivera

Commnader, This I have to leave with Greg Mill...

06/17/2016 01:46:53 PM

From: Mark Rivera <mark.rivera@vigilantsolutions.com>  
To: "Edward.Upshaw@chandleraz.gov" <Edward.Upshaw@chandleraz.gov>  
Cc: Greg Mills <greg.mills@vigilantsolutions.com>  
Date: 06/17/2016 01:46 PM  
Subject: RE: National Vehicle Locator System access

---

Commnader,

This I have to leave with Greg Mills as he will be scheduling Phoenix as well. Id love to use the opportunity to do an Advanced LEARN and get investigators that have been using it for a month to be introed to Offline Stakeout and Geo Zones, etc as well as doing another Basic class.

Mark Rivera  
410-913-0130


Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----

From: Edward.Upshaw@chandleraz.gov  
Date: 6/17/16 16:31 (GMT-05:00)  
To: Mark Rivera <mark.rivera@vigilantsolutions.com>  
Subject: RE: National Vehicle Locator System access

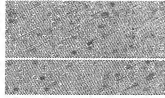
copy... thanks! got dates for me next month yet?

Commander Edward Upshaw  
Operations Support Commander  
Chandler Police Department  
Desk 480 782-4915

 Mark Rivera ---06/17/2016 01:25:47 PM---They can use my tag JH1997 or if they want, the Boston Bomber 316ES9. Since they have seen me pull r

From: Mark Rivera <mark.rivera@vigilantsolutions.com>  
To: "Edward.Upshaw@chandleraz.gov" <Edward.Upshaw@chandleraz.gov>  
Date: 06/17/2016 01:25 PM





{In Archive} Re: National Vehicle Locator System access  
Edward Upshaw to: Mark Rivera

06/17/2016 12:36 PM

Archive: This message is being viewed in an archive.

see below

Commander Edward Upshaw  
Operations Support Commander  
Chandler Police Department  
Desk 480 782-4915

----- Forwarded by Edward Upshaw/COC on 06/17/2016 12:36 PM -----

From: Amjad Al-Marridi/COCAZ  
To: Edward Upshaw/COC@Chandler  
Date: 06/11/2016 06:05 AM  
Subject: Re: National Vehicle Locator System access

---

Commander,

I had a question I forgot to ask in training. Are there any plates we can use for training purposes to get more familiar with the system? This software looks like it will be a great tool but also has a great learning curve.

Thanks  
Ofc Al-Marridi

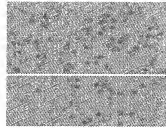
Edward Upshaw	Thank you all for attending today's user training...	06/10/2016 04:41:10 PM
---------------	--	------------------------

From: Edward Upshaw/COC  
To: Zachary Scott/COC@Chandler, Dennis Cunningham/COC@Chandler, Wayne Thiry/COC@Chandler, Peter Rowton/COC@Chandler, Stephen Waters/COC@Chandler, Ronald Moore/COC@Chandler, Jeffrey DePodesta/COC@Chandler, Jason Schouten/COC@chandler, Mark Gluzinski/COC@Chandler, Mary O'Neill/COC@Chandler, Michelle Ortmeier/COCAZ@Chandler, Wayne Franks/COC@Chandler, Mark Wiseman/COC@Chandler, Mitchell Mielke/COCAZ@Chandler, Amjad Al-Marridi/COCAZ@Chandler, Jonathan Smith/COC@Chandler, Beth Hill/COC@Chandler, Chris Kush/COC@Chandler, Robert Englert/COC@Chandler  
Date: 06/10/2016 04:41 PM  
Subject: National Vehicle Locator System access

---

Thank you all for attending today's user training for NVLS. Your access to the systems have been created and will be your City email address and your Password will be Password1. You will have to change your password after your first log in. Mobile companion will also work once you have logged in. We will be having additional user training next month if you have fellow team members who might benefit from access to NVLS. Thank you all for your patience and for participation, Hope you enjoy NVLS!

Commander Edward Upshaw  
Operations Support Commander  
Chandler Police Department  
Desk 480 782-4915



{In Archive} RE: National Vehicle Locator System access 

Edward Upshaw to: Mark Rivera  
<mark.rivera@vigilantsolutions.com>

06/17/2016 01:31 PM

Archive: This message is being viewed in an archive.

copy... thanks! got dates for me next month yet?

Commander Edward Upshaw  
Operations Support Commander  
Chandler Police Department  
Desk 480 782-4915

Mark Rivera

They can use my tag JH1997 or if they want, the...

06/17/2016 01:25:47 PM

From: Mark Rivera <mark.rivera@vigilantsolutions.com>  
To: "Edward.Upshaw@chandleraz.gov" <Edward.Upshaw@chandleraz.gov>  
Date: 06/17/2016 01:25 PM  
Subject: RE: National Vehicle Locator System access

---

They can use my tag [REDACTED] or if they want, the [REDACTED] Since they have seen me pull results, they will know they are doing it correctly and can work through replicating. Locate Analysis w the Bomber and Subsequently a Common Plate Report.

Mark R.

Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----

From: Edward.Upshaw@chandleraz.gov  
Date: 6/17/16 15:36 (GMT-05:00)  
To: Mark Rivera <mark.rivera@vigilantsolutions.com>  
Subject: Re: National Vehicle Locator System access

see below

Commander Edward Upshaw  
Operations Support Commander  
Chandler Police Department  
Desk 480 782-4915

----- Forwarded by Edward Upshaw/COC on 06/17/2016 12:36 PM -----

From: Amjad Al-Marridi/COCAZ  
To: Edward Upshaw/COC@Chandler  
Date: 06/11/2016 06:05 AM  
Subject: Re: National Vehicle Locator System access

Commander,

I had a question I forgot to ask in training. Are there any plates we can



{In Archive} RE: National Vehicle Locator System access  
Mark Rivera to: Edward.Upshaw@chandleraz.gov  
Cc: Greg Mills

06/17/2016 01:46 PM

History: This message has been replied to.  
Archive: This message is being viewed in an archive.

Commnader,

This I have to leave with Greg Mills as he will be scheduling Phoenix as well. Id love to use the opportunity to do an Advanced LEARN and get investigators that have been using it for a month to be introed to Offline Stakeout and Geo Zones, etc as well as doing another Basic class.

Mark Rivera  
410-913-0130

Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----

From: Edward.Upshaw@chandleraz.gov  
Date: 6/17/16 16:31 (GMT-05:00)  
To: Mark Rivera <mark.rivera@vigilantsolutions.com>  
Subject: RE: National Vehicle Locator System access

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Commander Edward Upshaw  
Operations Support Commander  
Chandler Police Department  
Desk 480 782-4915

▼ Mark Rivera ---06/17/2016 01:25:47 PM---They can use my tag JH1997 or if they want, the Boston Bomber 316ES9. Since they have seen me pull r

From: Mark Rivera <mark.rivera@vigilantsolutions.com>  
To: "Edward.Upshaw@chandleraz.gov" <Edward.Upshaw@chandleraz.gov>  
Date: 06/17/2016 01:25 PM  
Subject: RE: National Vehicle Locator System access

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Mark R.

Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----

From: Edward.Upshaw@chandleraz.gov  
Date: 6/17/16 15:36 (GMT-05:00)  
To: Mark Rivera <mark.rivera@vigilantsolutions.com>  
Subject: Re: National Vehicle Locator System access

see below

Commander Edward Upshaw  
Operations Support Commander  
Chandler Police Department  
Desk 480 782-4915

----- Forwarded by Edward Upshaw/COC on 06/17/2016 12:36 PM -----

From: Amjad Al-Marridi/COCAZ  
To: Edward Upshaw/COC@Chandler  
Date: 06/11/2016 06:05 AM  
Subject: Re: National Vehicle Locator System access

Commander,

I had a question I forgot to ask in training. Are there any plates we can use for training purposes to get more familiar with the system? This software looks like it will be a great tool but also has a great learning curve.

Thanks  
Ofc Al-Marridi

From: Edward Upshaw/COC  
To: Zachary Scott/COC@Chandler, Dennis Cunningham/COC@Chandler, Wayne Thiry/COC@Chandler, Peter Rowton/COC@Chandler, Stephen Waters/COC@Chandler, Ronald Moore/COC@Chandler, Jeffrey DePodesta/COC@Chandler, Jason Schouten/COC@chandler, Mark Gluzinski/COC@Chandler, Mary O'Neill/COC@Chandler, Michelle Ortmeier/COCAZ@Chandler, Wayne Franks/COC@Chandler, Mark Wiseman/COC@Chandler, Mitchell Mielke/COCAZ@Chandler, Amjad Al-Marridi/COCAZ@Chandler, Jonathan Smith/COC@Chandler, Beth Hill/COC@Chandler, Chris Kush/COC@Chandler, Robert Englert/COC@Chandler  
Date: 06/10/2016 04:41 PM  
Subject: National Vehicle Locator System access

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to the systems have been created and will be your City email address and your Password will be Password1. You will have to change your password after your first log in. Mobile companion will also work once you have logged in. We will be having additional user training next month if you have fellow team members who might benefit from access to NVLS. Thank you all for your patience and for participation, Hope you enjoy NVLS!

Commander Edward Upshaw  
Operations Support Commander  
Chandler Police Department  
Desk 480 782-4915

(Embedded image moved to file: pic16118.gif) Think Green ... Turn off your computer when you leave.



{In Archive} LEARN Basic User "How -To's"

Edward.upshaw@chandleraz.gov,  
Stephen.waters@chandleraz.gov,  
daryl.nyby@chandleraz.gov,  
Brandon.ynclan@chandleraz.gov,  
Arthur.wegener@chandleraz.gov,  
Christopher.nevin@chandleraz.gov,  
danny.carter@chandleraz.gov,  
jesus.deanda@chandleraz.gov,

Mark Rivera to: troy.lally@chandleraz.gov,  
matthew.blech@chandleraz.gov,  
randal.meeker@chandleraz.gov,  
Kenneth.peterson@chandleraz.gov,  
Florence.berrier@chandleraz.gov,  
carrie.durall@chandleraz.gov,  
kary.monteton@chandleraz.gov,  
Andrew.mcilveen@chandleraz.gov,  
William.edel@chandleraz.gov

06/11/2016 10:46 AM

Cc: Greg Mills

History: This message has been forwarded.

Archive: This message is being viewed in an archive.

All,

I want to thank you all again for your time and attention this week during the LEARN Basic User training. Attached you will find the short "How To" PDF's regarding some of the most frequent questions I receive after trainings and a link to the Basic User Guide which is too large to attach here. Please remember that there are YouTube videos embedded in the software inside each area of concern. As I may have stated, I also give the same Basic LEARN class via live webinar, so if there are officers or analysts in your units that will be getting their LEARN credentials soon, you can forward them the links below for the 2 hour Basic LEARN class. Good luck and BE SAFE!!

Basic User Guide Dropbox Link:

[https://www.dropbox.com/s/rv292s99tvsqlkm/LEARN 5.1 System User Guide.pdf?dl=0](https://www.dropbox.com/s/rv292s99tvsqlkm/LEARN%205.1%20System%20User%20Guide.pdf?dl=0)



**Basic LEARN Training - Analysts and Officers - June 14th 1PM  
EDT/10AM PDT**

Join us for a webinar on Jun 14, 2016 at 1:00 PM EDT.

**Register now!**

<https://attendee.gotowebinar.com/register/3016290623490823938>

OR...



Join us for a webinar on **Jun 20, 2016** at 1:00 PM EDT.

**Register now!**

<https://attendee.gotowebinar.com/register/6286288782031735810>

LEARN is Vigilant Solutions' license plate recognition (LPR) intelligence platform; a hosted solution for law enforcement.

LEARN transforms disparate sets of data into actionable intelligence. Data such as Fixed LPR, Mobile LPR, as well as Vigilant's own network of private LPR data are merged together with powerful analytics and condensed into meaningful and visual intelligence.

After registering, you will receive a confirmation email containing information about joining the webinar.

[View System Requirements](#)

Kindly,

**Mark Rivera**

*Customer Retention Manager*

*First Sergeant-Retired*

*Maryland State Police*

*410-913-0130*



*Protecting Officers, Families and Communities*

[www.vigilantsolutions.com](http://www.vigilantsolutions.com)

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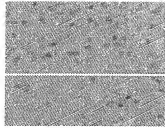
HOW TO ENTER A HOT PLATE.pdf



HOW TO RUN AN OFF LINE STAKEOUT REPORT(1).pdf



How to stop the unwanted automatic emails.pdf



{In Archive} Re: Wednesday's LEARN Presentation 

Edward Upshaw to: Mark Rivera  
<mark.rivera@vigilantsolutions.com>

06/13/2016 10:36 AM

Archive: This message is being viewed in an archive.

Hi Mark, There was no attachment to this email.. Also, we talked about offering a 1-3 training on Thursday and a 9-11 training on Friday next month.. Let me know the dates and I will get the room booked.. Thank again for all the help in accomplishing this objective.

Commander Edward Upshaw  
Operations Support Commander  
Chandler Police Department  
Desk 480 782-4915

Mark Rivera

Commander, I have attached the PPT from the...

06/11/2016 04:16:25 PM

From: Mark Rivera <mark.rivera@vigilantsolutions.com>  
To: "Edward.Upshaw@chandleraz.gov" <Edward.Upshaw@chandleraz.gov>  
Date: 06/11/2016 04:16 PM  
Subject: Wednesday's LEARN Presentation

---

Commander,

I have attached the PPT from the Command meeting on Wednesday. I have to save it as a PPT Show so that it cannot be changed (kind of like sending a PowerPoint PDF). Vigilant would not want an agency being able to change wording without their approval. As you move forward with needing to build your own PPT's, I can help you with individual graphics if the ones here cannot be copied out.

Regards,

**Mark Rivera**

*Customer Retention Manager*

First Sergeant Retired - Maryland State Police

410-913-0130



*Protecting Officers, Families and Communities*

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{In Archive} LEARN Agency Manager Follow Ups

Edward.Upshaw@chandleraz.gov,  
**Mark Rivera** to: William.Edel@chandleraz.gov,  
Danny.Carter@chandleraz.gov

06/11/2016 10:58 AM

Cc: Greg Mills

Archive: This message is being viewed in an archive.

Gentlemen,

Please find the attached PDF's that should assist you as Agency Mangers. I have included How to Re-Activate a User. If a user does not log in to their account after 60 days, they are placed in an Inactive status, this is a protective layer to comply with CJIS security policy and it helps to identify those who may not need account access anymore or may not have been inactivated after retirement, suspension, termination, etc.

Bill if you have not done so already, you can email our support team to get the Commander and Danny up and running as Agency Managers at: [support@vigilantsolutions.com](mailto:support@vigilantsolutions.com)

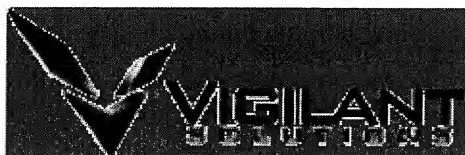
Kindly submitted,

**Mark Rivera**

*Customer Retention Manager*

First Sergeant Retired - Maryland State Police

410-913-0130



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HOW TO CREATE AND UPLOAD A HOT LIST.pdf



How to ReActive a User.pdf



LEARN\_5.1\_Agency\_Manager\_Guide.pdf



{In Archive} Fwd: Message from "RNP0026739C7899"  
Edward Upshaw to: Mark Rivera

06/10/2016 03:46 PM

Archive:

This message is being viewed in an archive.

Sent from my iPhone

Begin forwarded message:

**From:** [noreply@chandleraz.gov](mailto:noreply@chandleraz.gov)  
**To:** "commanader upshaw" <[edward.upshaw@chandleraz.gov](mailto:edward.upshaw@chandleraz.gov)>  
**Subject:** Message from "RNP0026739C7899"

This E-mail was sent from "RNP0026739C7899" (MP C4503).

Scan Date: 06.10.2016 09:23:59 (-0700)

Queries to: [noreply@chandleraz.gov](mailto:noreply@chandleraz.gov)



20160610092359651.pdf



Archive:

{In Archive} Re: Vigilant Solutions LEARN Training  
Edward Upshaw to: Mark Rivera

06/08/2016 08:12 PM

This message is being viewed in an archive.

Chandler heights substation.. 4040 E Chandler Heights Rd. NE corner of Chandler Heights and Lindsay Rd.

Sent from my iPad

On Jun 8, 2016, at 17:26, Mark Rivera <[mark.rivera@vigilantsolutions.com](mailto:mark.rivera@vigilantsolutions.com)> wrote:

Sir,

It looks like I don't have the address for tomorrow's training. Can you advise, please?

Mark Rivera

Get [Outlook for iOS](#)

On Tue, Jun 7, 2016 at 10:26 PM -0700, "Edward.Upshaw@chandleraz.gov" <[Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov)> wrote:

Mark, our 3 pm meeting on Wednesday will be at our main station in the community room... 250 E Chicago St....my cell is 602-■■■■■ if case you get any surprises or need to contact me. I'll meet you at Main at 1430 hours to get you setup unless you want to meet me earlier. Thanks again for making the trip

Sent from my iPad

On Jun 2, 2016, at 09:42, Mark Rivera <[mark.rivera@vigilantsolutions.com](mailto:mark.rivera@vigilantsolutions.com)> wrote:

Commander Upshaw,

In preparation for next week, can you advise if I will have the availability to connect my laptop to an overhead or your display for the 3PM executive meeting?

In addition, can you confirm that the three training sessions will be as follows: Thursday 9<sup>th</sup> 9-11 for your Administrators, then 1-3PM for Basic Users. Friday 10<sup>th</sup> 9-11AM another for Basic User class.

Kindly submitted,

**Mark Rivera**

*Customer Retention Manager*

First Sergeant Retired - Maryland State Police

410-913-0130

<M2.png>

*Protecting Officers, Families and Communities*

[www.vigilantsolutions.com](http://www.vigilantsolutions.com)

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{In Archive} Re: Vigilant Solutions LEARN Training  
Edward Upshaw to: Mark Rivera

06/07/2016 10:26 PM

Archive:

This message is being viewed in an archive.

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Sent from my iPad

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Kindly submitted,

**Mark Rivera**

*Customer Retention Manager*

First Sergeant Retired - Maryland State Police

410-913-0130

<M2.png>

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{In Archive} Re: Greg, Kris Chandler Police Department is having an supervisors meeting on June 8th, what is the possibility?

Edward Upshaw to: Mark Rivera

05/31/2016 02:18 PM

Archive:

This message is being viewed in an archive.

Book it

Sent from my iPhone

On May 31, 2016, at 06:58, Mark Rivera <[mark.rivera@vigilantsolutions.com](mailto:mark.rivera@vigilantsolutions.com)> wrote:

Commander,

It looks like flights will have me landing in Phoenix at 10AM on Wed 8<sup>th</sup>. I can teach two classes Thursday (9-11 / 1-3), then an additional on Friday morning the 10<sup>th</sup>. My flight would leave at 415 on Friday afternoon. If this sounds OK, please let me know and Ill book it.

Kindly submitted,

Mark Rivera

410-913-0130

**From:** [Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov) [mailto:[Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov)]

**Sent:** Friday, May 27, 2016 6:54 PM

**To:** Mark Rivera

**Subject:** Re: Greg, Kris Chandler Police Department is having an supervisors meeting on June 8th, what is the possibility?

We will get those trainings set up on 6/9. Bill is the computer lab available or do you prefer a community room?

Sent from my iPhone

On May 27, 2016, at 11:57, Mark Rivera <[mark.rivera@vigilantsolutions.com](mailto:mark.rivera@vigilantsolutions.com)> wrote:

Commander Upshaw,

I will be on site to your agency on June 8<sup>th</sup> at 1500 for your meeting. Additionally I can spend the following day or two giving on-site training for both Agency Managers and Users. The Basic User Training is a two hour lecture style session. You do have the option for me to conduct a hands on training; this is the same material, I just allow for 3 hours total due to logging in, password re-sets, and only being able to go as fast as the slowest person. Both lecture and hands on are highly effective. Ideally, I can do two sessions in a day 9-11 then 1 to 3. If you have shifts that would benefit from a 3PM start that is OK too. I have attached the training agenda for your review and I will also distribute electronically some "How To" guides for attendees.

If you can advise how many people need to be trained and if there is the availability to use an overhead projector and a Wi-Fi connection (if needed)? This will help me to be fully prepared for your training.

Kindly submitted,  
Mark Rivera  
Customer Retention Manager  
First Sergeant Retired - Maryland State Police  
410-913-0130

<M1.3.png>

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**From:** Greg Mills  
**Sent:** Friday, May 27, 2016 1:12 PM  
**To:** [Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov); Mark Rivera  
**Cc:** [William.Edel@chandleraz.gov](mailto:William.Edel@chandleraz.gov); [Shawn.Badger@chandleraz.gov](mailto:Shawn.Badger@chandleraz.gov);  
[Danny.Carter@chandleraz.gov](mailto:Danny.Carter@chandleraz.gov)  
**Subject:** RE: Greg, Kris Chandler Police Department is having an supervisors meeting on June 8th, what is the possibilty?

Tying in Mark so he can respond.

Mark...please see below!

Greg Mills  
Southwest Regional Manager  
M: 858.287.0067 | O: 925.398.2079  
[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)

<M1.2.jpg>

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**From:** [Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov) [mailto:[Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov)]

**Sent:** Friday, May 27, 2016 10:09 AM

**To:** Greg Mills <[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)>

**Cc:** [William.Edel@chandleraz.gov](mailto:William.Edel@chandleraz.gov); [Shawn.Badger@chandleraz.gov](mailto:Shawn.Badger@chandleraz.gov);  
[Danny.Carter@chandleraz.gov](mailto:Danny.Carter@chandleraz.gov)

**Subject:** Re: Greg, Kris Chandler Police Department is having an supervisors meeting on June 8th, what is the possibility?

If we access setup with PDIT, we will make that happen also. How much time needed for that training?

Sent from my iPad

On May 26, 2016, at 14:23, Greg Mills <[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)> wrote:

Commander,

I was able to pull in Mark Rivera to meet with you guys on June 8<sup>th</sup> at 1500 for 1 hour. I will leave both of your contact information below. Would it be possible to arrange training for the analysts, detectives, and other interested users at this time as well? I would like to make the best use of his time. Mark is our CJIS specialist, top trainers, and retired law enforcement.

Typically we have two training sessions, one for system administrators and one for users. Please let us know the scope of what you would like him to go over in the initial supervisor meeting, and if we can arrange the other two sessions in the same day, that would be great as well. He's a great resource.

Commander Edward Upshaw  
1-480-782-4915

Mark Rivera  
410-913-0130

Thanks!

Greg Mills  
Southwest Regional Manager  
M: 858.287.0067 | O: 925.398.2079  
[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)

<M2.jpg>

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**From:** [Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov) [<mailto:Edward.Upshaw@chandleraz.gov>]  
**Sent:** Wednesday, May 25, 2016 4:59 PM  
**To:** Greg Mills <[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)>  
**Subject:** RE: Greg, Kris Chandler Police Department is having an supervisors meeting on June 8th, what is the possibility?

It really is the only time I get the entire police department leadership in one place as we kick off this program.. We have had LPR's for years and they are totally under utilized assets. I believe showing our supervisors, criminal investigators, dispatch and records personnel how this system works would be invaluable to getting this system utilized for every day investigations. Please see what you can do for us? We do these monthly, but getting them excited about the possibilities and chomping on the bit for it is what I am looking for

Commander Edward Upshaw  
Operations Support Commander  
Chandler Police Department  
Desk 480 782-4915

<M3.gif>Greg Mills ---05/25/2016 04:49:12 PM---Hi Commander, We are unfortunately hosting an event that day at LA HIDTA. Is there another date tha

From: Greg Mills <[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)>  
To: "[Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov)" <[Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov)>, "Kris Robinson" <[kris.robinson@vigilantsolutions.com](mailto:kris.robinson@vigilantsolutions.com)>  
Date: 05/25/2016 04:49 PM  
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Greg Mills  
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[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)

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-----Original Message-----

From: [Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov) [<mailto:Edward.Upshaw@chandleraz.gov>]  
Sent: Wednesday, May 25, 2016 4:05 PM  
To: Greg Mills <[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)>; Kris Robinson <[kris.robinson@vigilantsolutions.com](mailto:kris.robinson@vigilantsolutions.com)>  
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Operations Support Commander  
Chandler Police Department  
Desk 480 782-4915

(Embedded image moved to file: pic25420.gif)

Think

Green ... Don't idle your vehicle.

<LEARN\_TrainingAgenda\_RivSig.pdf>

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Tying in Mark so he can respond.

Mark...please see below!

Greg Mills  
Southwest Regional Manager  
M: 858.287.0067 | O: 925.398.2079  
[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)

<M1.2.jpg>

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Commander Edward Upshaw  
1-480-782-4915

Mark Rivera  
410-913-0130

Thanks!

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M: 858.287.0067 | O: 925.398.2079  
[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)

<M2.jpg>

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Chandler Police Department  
Desk 480 782-4915

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To: "Edward.Upshaw@chandleraz.gov" <[Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov)>, "Kris Robinson" <[kris.robinson@vigilantsolutions.com](mailto:kris.robinson@vigilantsolutions.com)>  
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-----Original Message-----

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Sent: Wednesday, May 25, 2016 4:05 PM  
To: Greg Mills <[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)>; Kris Robinson <[kris.robinson@vigilantsolutions.com](mailto:kris.robinson@vigilantsolutions.com)>  
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Commander Edward Upshaw

Operations Support Commander  
Chandler Police Department  
Desk 480 782-4915

(Embedded image moved to file: pic25420.gif)  
Think  
Green ... Don't idle your vehicle.

<LEARN\_TrainingAgenda\_RivSig.pdf>



{In Archive} Re: Greg, Kris Chandler Police Department is having an supervisors meeting on June 8th, what is the possibility?

Edward Upshaw to: Mark Rivera

05/27/2016 03:53 PM

Archive:

This message is being viewed in an archive.

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Sent from my iPhone

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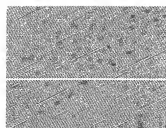
Kindly submitted,  
Mark Rivera  
Customer Retention Manager  
First Sergeant Retired - Maryland State Police  
410-913-0130

<M1.3.png>

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{In Archive} Info

Edward Upshaw to: William Edel, Shawn Badger, Zachary Cumnard

05/19/2016 01:34 PM

Archive: This message is being viewed in an archive.

Should this need to be one of you?

Commander Edward Upshaw  
Operations Support Commander  
Chandler Police Department  
Desk 480 782-4915

----- Forwarded by Edward Upshaw/COC on 05/19/2016 01:31 PM -----

From: Greg Mills <greg.mills@vigilantsolutions.com>  
To: "edward.upshaw@chandleraz.gov" <edward.upshaw@chandleraz.gov>  
Date: 05/19/2016 10:02 AM  
Subject: Info

---

Hi Commander,

I have received the PO. We are happy to be doing business with you. Who you like to be the primary project contact for this?

Greg Mills  
Southwest Regional Manager  
M: 858.287.0067 | O: 925.398.2079  
[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)



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{In Archive} Fwd: PRODUCTION DB Alert: Requisitions that have been returned on 11-APR

Edward Upshaw to: greg.mills

Cc: Blanca Quezada, Judy Mandt

Bcc: Edward Upshaw

04/12/2016 12:08 PM

Archive: This message is being viewed in an archive.

Greg, I have no doubt Vigilant is the only company in US that does what you guys do. Do you have a sole source document already created just for this purpose

Sent from my iPad

Begin forwarded message:

**From:** "Blanca Quezada" <[Blanca.Quezada@chandleraz.gov](mailto:Blanca.Quezada@chandleraz.gov)>

**Date:** April 12, 2016 at 08:18:39 MST

**To:** "Edward Upshaw" <[Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov)>

**Cc:** "Judy Mandt" <[Judy.Mandt@chandleraz.gov](mailto:Judy.Mandt@chandleraz.gov)>

**Subject:** Fw: PRODUCTION DB Alert: Requisitions that have been returned on 11-APR

Good morning Commnader.

Is Vigilant the only company that offers the service the PD is purchasing. Can we do a sole source?

Kindly

Blanca

Blanca Quezada 7114  
Chandler Police Department  
Crime Prevention Specialist  
Community Resources  
480-782-4960  
[blanca.quezada@chandleraz.gov](mailto:blanca.quezada@chandleraz.gov)

----- Forwarded by Blanca Quezada/COC on 04/12/2016 08:17 AM -----

From: City of Chandler <[oaprodin@chandleraz.gov](mailto:oaprodin@chandleraz.gov)>

To: <[blanca.quezada@chandleraz.gov](mailto:blanca.quezada@chandleraz.gov)>

Date: 04/11/2016 11:00 PM

Subject: PRODUCTION DB Alert: Requisitions that have been returned on 11-APR

PRODUCTION DB Alert: Requisitions that have been returned on 11-APR

Alert: Requisition# 132881 has been returned.

Return Reason:PLEASE ATTACH 2 OTHER QUOTES OR A VALID CONTRACT SINCE  
TOTAL

IS OVER \$5K. CITY PROCUREMENT RULES STILL APPLY EVEN WITH GRANT  
FUNDS.

THANKS.

\*\*\* End Report \*\*\*



{In Archive} RE: ESA Contract 

Rosemary Rosales to: Greg Mills  
<greg.mills@vigilantsolutions.com>

03/30/2016 03:54 PM

Cc: "Edward.Upshaw@chandleraz.gov",  
"Lori.Goerndt@chandleraz.gov", Judy Mandt

Archive: This message is being viewed in an archive.

Thank you.. Now that contract is in place that will be up to Commander Upshaw. I am forwarding the contract to our grants manager for final processing of the paperwork.

Regards,

Rosemary

Rosemary H. Rosales  
Police Legal Advisor  
Chandler Police Department  
480-782-4125

-----  
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Greg Mills	Hi Rosemary, Here is the signed SSA. Any timel...	03/30/2016 11:03:40 AM
------------	---	------------------------

From: Greg Mills <greg.mills@vigilantsolutions.com>  
To: "Rosemary.Rosales@chandleraz.gov" <Rosemary.Rosales@chandleraz.gov>  
Cc: "Edward.Upshaw@chandleraz.gov" <Edward.Upshaw@chandleraz.gov>, "Lori.Goerndt@chandleraz.gov" <Lori.Goerndt@chandleraz.gov>  
Date: 03/30/2016 11:03 AM  
Subject: RE: ESA Contract

---

Hi Rosemary,

Here is the signed SSA. Any timeline on when we will be bringing Chandler on board? Thank you!

Greg Mills  
Southwest Regional Manager  
M: 858.287.0067 | O: 925.398.2079  
[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)



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**From:** Rosemary.Rosales@chandleraz.gov [mailto:Rosemary.Rosales@chandleraz.gov]

**Sent:** Tuesday, March 29, 2016 9:48 AM

**To:** Greg Mills <greg.mills@vigilantsolutions.com>

**Cc:** Edward.Upshaw@chandleraz.gov; Lori.Goerndt@chandleraz.gov

**Subject:** RE: ESA Contract

Rosemary H. Rosales  
Police Legal Advisor  
Chandler Police Department  
480-782-4125

-----  
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**From:** Greg Mills <greg.mills@vigilantsolutions.com>

**To:** "Rosemary.Rosales@chandleraz.gov" <Rosemary.Rosales@chandleraz.gov>

**Cc:** "Edward.Upshaw@chandleraz.gov" <Edward.Upshaw@chandleraz.gov>, "Lori.Goerndt@chandleraz.gov" <Lori.Goerndt@chandleraz.gov>

**Date:** 03/29/2016 09:46 AM

**Subject:** RE: ESA Contract

Can you send it digitally? Email works fine and is fastest. If not, you can send it to our main office at:

2021 Las Positas Court Suite 101  
Livermore, CA 94551

Greg Mills  
Southwest Regional Manager  
M: 858.287.0067 | O: 925.398.2079  
[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)



*Protecting Officers, Families, and Communities*  
[www.vigilantsolutions.com](http://www.vigilantsolutions.com)

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**From:** [Rosemary.Rosales@chandleraz.gov](mailto:Rosemary.Rosales@chandleraz.gov) [mailto:[Rosemary.Rosales@chandleraz.gov](mailto:Rosemary.Rosales@chandleraz.gov)]  
**Sent:** Tuesday, March 29, 2016 9:44 AM  
**To:** Greg Mills <[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)>  
**Cc:** [Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov); [Lori.Goerndt@chandleraz.gov](mailto:Lori.Goerndt@chandleraz.gov)  
**Subject:** RE: ESA Contract

Greetings

Greg we are ready to send the signed agreement. What address should it be mailed to. The Chief has already signed it and I will send both an electronic and hand signed copy by mail for the authorized agency signature. Please send back a signed copy.

Please let us know.

Regards,

Rosemary

Rosemary H. Rosales  
Police Legal Advisor  
Chandler Police Department  
480-782-4125

-----

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Cc: "[Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov)" <[Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov)>  
Date: 03/21/2016 05:23 PM  
Subject: RE: ESA Contract

Here you go! Once signed, please return to me and I will have my side sign and copies sent out. Thanks!

Greg Mills  
Southwest Regional Manager  
M: 858.287.0067 | O: 925.398.2079  
[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)



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**From:** [Rosemary.Rosales@chandleraz.gov](mailto:Rosemary.Rosales@chandleraz.gov) [<mailto:Rosemary.Rosales@chandleraz.gov>]  
**Sent:** Monday, March 21, 2016 4:03 PM  
**To:** Greg Mills <[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)>  
**Cc:** [Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov)  
**Subject:** RE: ESA Contract

Greetings Mr. Mills

Attached is the red line version of the agreement whereby I inserted all the contact information. The only real substantive change I made is the section for Governing Law (page 5). As a rule our City Attorney will not agree to allow state law outside of Arizona to govern our contracts or maintain jurisdiction for

conflicts.

Please let me know if you need anything else from us on this end. Once you have agreed to the changes we can finalize and sign and send copies to you for your signature or you can finalize changes, sign and send back to us for signatures. Commander Upshaw, I can route for signatures and send copies. Please advise how you would like to proceed.

Regards.

Rosemary H. Rosales

Rosemary H. Rosales  
Police Legal Advisor  
Chandler Police Department  
480-782-4125

-----  
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To: "[Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov)" <[Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov)>  
Cc: "[Rosemary.Rosales@chandleraz.gov](mailto:Rosemary.Rosales@chandleraz.gov)" <[Rosemary.Rosales@chandleraz.gov](mailto:Rosemary.Rosales@chandleraz.gov)>  
Date: 03/10/2016 04:04 PM  
Subject: RE: ESA Contract

Hi Rosemary,

This questions that you are presenting stem from the ESA contract, which is no

longer valid in this instance since Chandler PD will not be purchasing hardware at this time. The only contract necessary at this point in time is the SSA, which I have cc'ed. Sorry for the confusion. Thank you!

Greg Mills  
Southwest Regional Manager  
M: 858.287.0067 | O: 925.398.2079  
[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)

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-----Original Message-----

From: [Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov) [mailto:[Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov)]  
Sent: Thursday, March 10, 2016 9:54 AM  
To: Greg Mills <[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)>  
Cc: [Rosemary.Rosales@chandleraz.gov](mailto:Rosemary.Rosales@chandleraz.gov)  
Subject: RE: ESA Contract

Greg, our legal advisor is getting bounce back from your email so I am forwarding her request. I also attached our last quote for you Rosemary as I believe it answers some of your questions. I have reviewed the threads on this project and I can see why the confusion.

Chandler PD Updated Quote

Commander Edward Upshaw  
Operations Support Commander  
Chandler Police Department  
Desk 480 782-4915

----- Forwarded by Edward Upshaw/COC on 03/10/2016 10:51 AM -----

From: Rosemary Rosales/COC  
To: Greg Mills <[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com),>  
Cc: Edward Upshaw/COC@Chandler



Date: 03/09/2016 05:30 PM  
Subject: RE: ESA Contract

Greetings Mr. Mills

Below are the questions I was initially asking. I believe those were from the ESA and not the software service agreement. I had to have these agreements converted over to Word documents but unfortunately my assistant has been out all week and I was swamped today so I have been unable to sort out which one we are doing. So that said, please clarify which agreement by sending the correct one in a Word document if possible. Please include answers to these questions and the correct price sheet and information. I should be able to get this back to you tomorrow. See following questions.

A few questions and requests. Page 1 under definitions states Effective Date 60 days subsequent to date set forth in first paragraph so is there a reason start date is 60 days prior? On page 5 can you tell me what package is being selected? With that can you tell me the overall cost of this service? Want to make sure it is under threshold allowing for Dept Head signature? Additionally on page 7, paragraph D the choice of law has to be the State of Arizona and not California. . . We do not agree to have another jurisdictions laws interpret the agreement, etc. We are not familiar with California laws and therefore do not allow for them to control. Page 8 I need the contact person and information for Affiliate? Is it Chief info or yours or Bills? Same thing for Pages 9 and 10.

Thank you for your assistance.

Regards,

Rosemary

Rosemary H. Rosales  
Police Legal Advisor  
Chandler Police Department  
480-782-4125

-----  
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From: Edward Upshaw/COC  
To: Greg Mills <[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)>

>@CHANDLERAZ.GOV

Cc: Rosemary Rosales/COC@Chandler  
Date: 03/08/2016 04:57 PM  
Subject: RE: ESA Contract

will do! thanks

Commander Edward Upshaw  
Operations Support Commander  
Chandler Police Department  
Desk 480 782-4915

From: Greg Mills <[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)>  
To: "Edward.Upshaw@chandleraz.gov" <[Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov)>  
Date: 03/08/2016 04:40 PM  
Subject: RE: ESA Contract

Ok then the SSA, the one you originally had her check on, is correct.

We are usually pretty good about incorporating redline agreements. Just send it over when you get it. Thank you Commander!

Greg Mills  
Southwest Regional Manager  
M: 858.287.0067 | O: 925.398.2079  
[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)

(Embedded image moved to file: pic27753.jpg)VigilantSolutions logol\_email  
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From: [Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov) [mailto:[Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov)]  
Sent: Tuesday, March 8, 2016 3:39 PM  
To: Greg Mills <[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)>  
Subject: RE: ESA Contract

HI Greg, We are not purchasing equipment at this time, Just the subscription. Which agreement should legal be looking at this one or the one in my previous email? I remember one of the issues was a statement regarding what state would hear a legal redress if we had one? ( Texas , Arizona, or California). FYI- Our Legal advisor says she will get me a redlined copy of the earlier one to me tomorrow..

Commander Edward Upshaw  
Operations Support Commander  
Chandler Police Department  
Desk 480 782-4915

(Embedded image moved to file: pic10383.gif)Inactive hide details for Greg Mills ---03/08/2016 04:32:14 PM---Commander, She'll be wanting to look at the ESA if you are plaGreg Mills ---03/08/2016 04:32:14 PM---Commander, She'll be wanting to look at the ESA if you are planning to purchase hardware from us as

From: Greg Mills <[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)>  
To: "[Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov)" <[Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov)>  
Date: 03/08/2016 04:32 PM  
Subject: RE: ESA Contract

Commander,

She'll be wanting to look at the ESA if you are planning to purchase hardware from us as well.

Greg Mills  
Southwest Regional Manager  
M: 858.287.0067 | O: 925.398.2079  
[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)

(Embedded image moved to file: pic14945.jpg)VigilantSolutions logo1\_email  
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From: [Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov) [<mailto:Edward.Upshaw@chandleraz.gov>]  
Sent: Tuesday, March 8, 2016 10:25 AM  
To: [Rosemary.Rosales@chandleraz.gov](mailto:Rosemary.Rosales@chandleraz.gov)  
Cc: Greg Mills <[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)>  
Subject: Re: ESA Contract

Hi Rosemary, Do you have the latest version of this Agreement ready with issues Chandler would need addressed?

(See attached file: LEARN\_Software\_Service\_Agmt\_ver1\_1.pdf)

Commander Edward Upshaw  
Operations Support Commander  
Chandler Police Department  
Desk 480 782-4915

(Embedded image moved to file: pic08909.gif)Inactive hide details for Greg Mills ---03/07/2016 05:49:19 PM---Hi Commander, I believe last time we spoke you were going to sGreg Mills ---03/07/2016 05:49:19 PM---Hi Commander, I believe last time we spoke you were going to send over a copy of our contract redlin

From: Greg Mills <[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)>  
To: "[Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov)" <[Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov)>  
Date: 03/07/2016 05:49 PM  
Subject: ESA Contract

Hi Commander,

I believe last time we spoke you were going to send over a copy of our contract redlined by your lawyers. Is there any update you can provide for this? Thanks!

Greg Mills  
Southwest Regional Manager  
M: 858.287.0067 | O: 925.398.2079  
[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)

(Embedded image moved to file: pic32209.jpg)VigilantSolutions logol\_email  
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[attachment "Vigilant Enterprise Service Agreement (PDF).pdf" deleted by Edward Upshaw/COC]

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SSA\_Chandler\_AZ.PDF



{In Archive} RE: ESA Contract 

Rosemary Rosales to: Greg Mills  
<greg.mills@vigilantsolutions.com>

03/29/2016 09:48 AM

Cc: "Edward.Upshaw@chandleraz.gov", "Lori.Goerndt@chandleraz.gov"

Archive: This message is being viewed in an archive.



201603291039.pdf

Rosemary H. Rosales  
Police Legal Advisor  
Chandler Police Department  
480-782-4125

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Greg Mills

Can you send it digitally? Email works fine and i...

03/29/2016 09:46:10 AM

From: Greg Mills <greg.mills@vigilantsolutions.com>  
To: "Rosemary.Rosales@chandleraz.gov" <Rosemary.Rosales@chandleraz.gov>  
Cc: "Edward.Upshaw@chandleraz.gov" <Edward.Upshaw@chandleraz.gov>, "Lori.Goerndt@chandleraz.gov" <Lori.Goerndt@chandleraz.gov>  
Date: 03/29/2016 09:46 AM  
Subject: RE: ESA Contract

---

Can you send it digitally? Email works fine and is fastest. If not, you can send it to our main office at:

2021 Las Positas Court Suite 101  
Livermore, CA 94551

Greg Mills  
Southwest Regional Manager  
M: 858.287.0067 | O: 925.398.2079  
[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)



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Here you go! Once signed, please return to me and I will have my side sign and copies sent out. Thanks!

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[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)



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**Subject:** RE: ESA Contract

Greetings Mr. Mills

Attached is the red line version of the agreement whereby I inserted all the contact information. The only real substantive change I made is the section for Governing Law (page 5). As a rule our City Attorney will not agree to allow state law outside of Arizona to govern our contracts or maintain jurisdiction for conflicts.

Please let me know if you need anything else from us on this end. Once you have agreed to the changes we can finalize and sign and send copies to you for your signature or you can finalize changes, sign and send back to us for signatures. Commander Upshaw, I can route for signatures and send copies. Please advise how you would like to proceed.

Regards.

Rosemary H. Rosales

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**Sent:** Tuesday, March 29, 2016 9:44 AM  
**To:** Greg Mills <greg.mills@vigilantsolutions.com>  
**Cc:** Edward.Upshaw@chandleraz.gov; Lori.Goerndt@chandleraz.gov  
**Subject:** RE: ESA Contract

Greetings

Greg we are ready to send the signed agreement. What address should it be mailed to. The Chief has already signed it and I will send both an electronic and hand signed copy by mail for the authorized agency signature. Please send back a signed copy.

Please let us know.

Regards,

Rosemary

Rosemary H. Rosales  
Police Legal Advisor  
Chandler Police Department  
480-782-4125

-----  
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Cc: "Edward.Upshaw@chandleraz.gov" <Edward.Upshaw@chandleraz.gov>  
Date: 03/21/2016 05:23 PM  
Subject: RE: ESA Contract



Rosemary H. Rosales  
Police Legal Advisor  
Chandler Police Department  
480-782-4125

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Cc: "[Rosemary.Rosales@chandleraz.gov](mailto:Rosemary.Rosales@chandleraz.gov)" <[Rosemary.Rosales@chandleraz.gov](mailto:Rosemary.Rosales@chandleraz.gov)>  
Date: 03/10/2016 04:04 PM  
Subject: RE: ESA Contract

Hi Rosemary,

This questions that you are presenting stem from the ESA contract, which is no longer valid in this instance since Chandler PD will not be purchasing hardware at this time. The only contract necessary at this point in time is the SSA, which I have cc'ed. Sorry for the confusion. Thank you!

Greg Mills  
Southwest Regional Manager  
M: 858.287.0067 | O: 925.398.2079  
[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)

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-----Original Message-----

From: [Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov) [mailto:[Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov)]  
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To: Greg Mills <[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)>  
Cc: [Rosemary.Rosales@chandleraz.gov](mailto:Rosemary.Rosales@chandleraz.gov)  
Subject: RE: ESA Contract

Greg, our legal advisor is getting bounce back from your email so I am forwarding her request. I also attached our last quote for you Rosemary as I believe it answers some of your questions. I have reviewed the threads on this project and I can see why the confusion.

Chandler PD Updated Quote

Commander Edward Upshaw  
Operations Support Commander  
Chandler Police Department  
Desk 480 782-4915

----- Forwarded by Edward Upshaw/COC on 03/10/2016 10:51 AM -----

From: Rosemary Rosales/COC  
To: Greg Mills <[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com),>  
Cc: Edward Upshaw/COC@Chandler  
Date: 03/09/2016 05:30 PM  
Subject: RE: ESA Contract

Greetings Mr. Mills

Below are the questions I was initially asking. I believe those were from the ESA and not the software service agreement. I had to have these agreements converted over to Word documents but unfortunately my assistant has been out all week and I was swamped today so I have been unable to sort out which one we are doing. So that said, please clarify which agreement by sending the correct one in a Word document if possible. Please include answers to these questions and the correct price sheet and information. I should be able to get this back to you tomorrow. See following questions.

A few questions and requests. Page 1 under definitions states Effective Date 60 days subsequent to date set forth in first

paragraph so is there a reason start date is 60 days prior? On page 5 can you tell me what package is being selected? With that can you tell me the overall cost of this service? Want to make sure it is under threshold allowing for Dept Head signature? Additionally on page 7, paragraph D the choice of law has to be the State of Arizona and not California. . . We do not agree to have another jurisdictions laws interpret the agreement, etc. We are not familiar with California laws and therefore do not allow for them to control. Page 8 I need the contact person and information for Affiliate? Is it Chief info or yours or Bills? Same thing for Pages 9 and 10.

Thank you for your assistance.

Regards,

Rosemary

Rosemary H. Rosales  
Police Legal Advisor  
Chandler Police Department  
480-782-4125

-----  
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From: Edward Upshaw/COC  
To: Greg Mills <[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)>  
>@CHANDLERAZ.GOV  
Cc: Rosemary Rosales/COC@Chandler  
Date: 03/08/2016 04:57 PM  
Subject: RE: ESA Contract

will do! thanks

Commander Edward Upshaw  
Operations Support Commander  
Chandler Police Department  
Desk 480 782-4915

From: Greg Mills <[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)>

To: "Edward.Upshaw@chandleraz.gov" <  
Edward.Upshaw@chandleraz.gov>  
Date: 03/08/2016 04:40 PM  
Subject: RE: ESA Contract

Ok then the SSA, the one you originally had her check on, is correct.

We are usually pretty good about incorporating redline agreements. Just send it over when you get it. Thank you Commander!

Greg Mills  
Southwest Regional Manager  
M: 858.287.0067 | O: 925.398.2079  
[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)

(Embedded image moved to file: pic27753.jpg)VigilantSolutions logo1\_email  
Protecting Officers, Families, and Communities [www.vigilantsolutions.com](http://www.vigilantsolutions.com)

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From: [Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov) [mailto:[Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov)]  
Sent: Tuesday, March 8, 2016 3:39 PM  
To: Greg Mills <[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)>  
Subject: RE: ESA Contract

HI Greg, We are not purchasing equipment at this time, Just the subscription. Which agreement should legal be looking at this one or the one in my previous email? I remember one of the issues was a statement regarding what state would hear a legal redress if we had one? ( Texas , Arizona, or California). FYI- Our Legal advisor says she will get me a redlined copy of the earlier one to me tomorrow..

Commander Edward Upshaw  
Operations Support Commander  
Chandler Police Department  
Desk 480 782-4915

(Embedded image moved to file: pic10383.gif)Inactive hide details for Greg Mills ---03/08/2016 04:32:14 PM---Commander, She'll be wanting to look at the ESA if you are plaGreg Mills ---03/08/2016 04:32:14 PM---Commander, She'll be wanting to look at the ESA if you are planning to purchase hardware from us as

From: Greg Mills <[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)>  
To: "Edward.Upshaw@chandleraz.gov" <[Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov)>  
Date: 03/08/2016 04:32 PM  
Subject: RE: ESA Contract

Commander,

She'll be wanting to look at the ESA if you are planning to purchase hardware from us as well.

Greg Mills  
Southwest Regional Manager  
M: 858.287.0067 | O: 925.398.2079  
[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)

(Embedded image moved to file: pic14945.jpg)VigilantSolutions logol\_email  
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From: [Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov) [mailto:[Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov)]  
Sent: Tuesday, March 8, 2016 10:25 AM  
To: [Rosemary.Rosales@chandleraz.gov](mailto:Rosemary.Rosales@chandleraz.gov)  
Cc: Greg Mills <[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)>  
Subject: Re: ESA Contract

Hi Rosemary, Do you have the latest version of this Agreement ready with issues Chandler would need addressed?

(See attached file: LEARN\_Software\_Service\_Agmt\_ver1\_1.pdf)

Commander Edward Upshaw  
Operations Support Commander  
Chandler Police Department  
Desk 480 782-4915

(Embedded image moved to file: pic08909.gif)Inactive hide details for Greg Mills ---03/07/2016 05:49:19 PM---Hi Commander, I believe last time we spoke you were going to sGreg Mills ---03/07/2016 05:49:19 PM---Hi Commander, I believe last time we spoke you were going to send over a copy of our contract redlin

From: Greg Mills <[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)>  
To: "[Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov)" <[Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov)>  
Date: 03/07/2016 05:49 PM  
Subject: ESA Contract

Hi Commander,

I believe last time we spoke you were going to send over a copy of our contract redlined by your lawyers. Is there any update you can provide for this? Thanks!

Greg Mills  
Southwest Regional Manager  
M: 858.287.0067 | O: 925.398.2079  
[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)

(Embedded image moved to file: pic32209.jpg)VigilantSolutions logo\_email  
Protecting Officers, Families, and Communities [www.vigilantsolutions.com](http://www.vigilantsolutions.com)

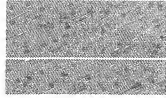
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[attachment "Vigilant Enterprise Service Agreement (PDF).pdf" deleted by Edward Upshaw/COC]

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{In Archive} Re: Chandler Police Department Prep  
Edward Upshaw to: Rosemary Rosales

03/10/2016 10:27 AM

Archive:

This message is being viewed in an archive.

the email from yesterday.. yes on its way!

Commander Edward Upshaw  
Operations Support Commander  
Chandler Police Department  
Desk 480 782-4915

Rosemary Rosales	From: Rosemary Rosales/COC To: Edward Ups...	03/09/2016 08:18:25 PM
------------------	--	------------------------

From: Rosemary Rosales/COC  
To: Edward Upshaw/COC  
Date: 03/09/2016 08:18 PM  
Subject: Re: Chandler Police Department Prep

---

Can you resend this to Mr Milks. I'm getting a mail router message that it didn't go through?

Sent from my iPhone

On Mar 9, 2016, at 6:42 PM, Edward Upshaw <[Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov)> wrote:

This is the last proposal and has the correct pricing.

Sent from my iPad

Begin forwarded message:

**From:** "Greg Mills" <[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)>  
**Date:** December 16, 2015 at 16:01:15 MST  
**To:** "[Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov)" <[Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov)>  
**Cc:** "Kris Robinson" <[kris.robinson@vigilantsolutions.com](mailto:kris.robinson@vigilantsolutions.com)>  
**Subject:** RE: Chandler Police Department Prep

Commander,

We are good to go. Our subscriptions run on an annual basis. We gave you an extra three months of service for free as a way of saying thank you for coming on board. After that first 15 months, your 12 month subscription fee is \$22,500 and \$125 per 3M vehicle. There are also bundling options you can look into at every renewal that provide a very large discount on hardware for the years that you are looking to put more cameras out there.

Does that answer your questions? Thanks!

Greg Mills  
Southwest Regional Manager  
M: 858.287.0067 | O: 925.398.2079  
[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)

<M2.2.jpg>

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**From:** [Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov) [<mailto:Edward.Upshaw@chandleraz.gov>]  
**Sent:** Wednesday, December 16, 2015 2:37 PM  
**To:** Greg Mills <[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)>  
**Subject:** Re: Chandler Police Department Prep

Greg, Are we ok to use criteria in quote KRO-0048-01. The grant was administered with that quote in mind yet the language in the enterprise agreement looks like the cost are open ended and not fixed for 15 months.. Can you clarify for me?

Commander Edward Upshaw  
Operations Support Commander  
Chandler Police Department  
Desk 480 782-4915

<M2.4.png>

Greg Mills ---12/16/2015 11:31:56 AM---Hi Commander, Good speaking with you earlier.  
Please see the 3 attached documents. Please have them

From: Greg Mills <[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)>  
To: "[Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov)" <[Edward.Upshaw@chandleraz.gov](mailto:Edward.Upshaw@chandleraz.gov)>  
Date: 12/16/2015 11:31 AM  
Subject: Chandler Police Department Prep

Hi Commander,



Good speaking with you earlier. Please see the 3 attached documents. Please have them filled out and sent back with the PO. Once we have all the paperwork in order I will get you guy loaded into the system and a timeline for the project. Thank you!

Greg Mills  
Southwest Regional Manager  
M: 858.287.0067 | O: 925.398.2079  
[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)

<M2.6.jpg>

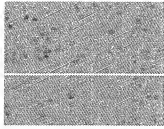
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[attachment "VS\_IntegrationMigrationQuestionnaire.pdf" deleted by Edward Upshaw/COC]

[attachment "Bulk User Import Spreadsheet.csv" deleted by Edward Upshaw/COC] [attachment "Vigilant Enterprise Service Agreement (PDF).pdf" deleted by Edward Upshaw/COC]

<Vigilant\_Solutions\_Quote#\_KRO-0048-01.pdf>



{In Archive} RE: ESA Contract   
Edward Upshaw to: Rosemary Rosales  
Cc: Greg Mills

03/10/2016 11:09 AM

Archive: This message is being viewed in an archive.

Rosemary here is the last quote and Greg, Rosemary is getting bounce back from your emails so I am forwarding her request from yesterday

1 attachment



KRO-0048-01 - Chandler Police Department Quote.pdf

Commander Edward Upshaw  
Operations Support Commander  
Chandler Police Department  
Desk 480 782-4915

Rosemary Rosales Greetings Mr. Mills Below are the questions I w...

03/09/2016 05:30:53 PM

From: Rosemary Rosales/COC  
To: Greg Mills <greg.mills@vigilantsolutions.com,>  
Cc: Edward Upshaw/COC@Chandler  
Date: 03/09/2016 05:30 PM  
Subject: RE: ESA Contract

---

Greetings Mr. Mills


Below are the questions I was initially asking. I believe those were from the ESA and not the software service agreement. I had to have these agreements converted over to Word documents but unfortunately my assistant has been out all week and I was swamped today so I have been unable to sort out which one we are doing. So that said, please clarify which agreement by sending the correct one in a Word document if possible. Please include answers to these questions and the correct price sheet and information. I should be able to get this back to you tomorrow. See following questions.

A few questions and requests. Page 1 under definitions states Effective Date 60 days subsequent to date set forth in first paragraph so is there a reason start date is 60 days prior? On page 5 can you tell me what package is being selected? With that can you tell me the overall cost of this service? Want to make sure it is under threshold allowing for Dept Head signature? Additionally on page 7, paragraph D the choice of law has to be the State of Arizona and not California. . . We do not agree to have another jurisdictions laws interpret the agreement, etc. We are not familiar with California laws and therefore do not allow for them to control. Page 8 I need the contact person and information for Affiliate? Is it Chief info or yours or Bills? Same thing for Pages 9 and 10.

Thank you for your assistance.

Regards,



{In Archive} RE: ESA Contract   
Rosemary Rosales to: Greg Mills  
Cc: Edward Upshaw

03/09/2016 05:30 PM

History: This message has been replied to and forwarded.  
Archive: This message is being viewed in an archive.

Greetings Mr. Mills

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Thank you for your assistance.

Regards,

Rosemary

Rosemary H. Rosales  
Police Legal Advisor  
Chandler Police Department  
480-782-4125

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Edward Upshaw	will do! thanks Commander Edward Upshaw
---------------	---

03/08/2016 04:57:10 PM

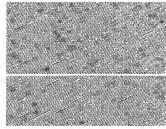
From: Edward Upshaw/COC  
To: Greg Mills <greg.mills@vigilantsolutions.com>@CHANDLERAZ.GOV  
Cc: Rosemary Rosales/COC@Chandler  
Date: 03/08/2016 04:57 PM  
Subject: RE: ESA Contract


---

will do! thanks

Commander Edward Upshaw  
Operations Support Commander  
Chandler Police Department  
Desk 480 782-4915

Greg Mills	Ok then the SSA, the one you originally had her...	03/08/2016 04:40:22 PM
------------	--	------------------------



{In Archive} Re: ESA Contract   
Edward Upshaw to: Rosemary Rosales  
Cc: Greg Mills <greg.mills@vigilantsolutions.com>

03/08/2016 11:25 AM

Archive: This message is being viewed in an archive.

Hi Rosemary, Do you have the latest version of this Agreement ready with issues Chandler would need addressed?



LEARN\_Software\_Service\_Agmt\_ver1\_1.pdf

Commander Edward Upshaw  
Operations Support Commander  
Chandler Police Department  
Desk 480 782-4915

Greg Mills

Hi Commander, I believe last time we spoke you...

03/07/2016 05:49:19 PM

From: Greg Mills <greg.mills@vigilantsolutions.com>  
To: "Edward.Upshaw@chandleraz.gov" <Edward.Upshaw@chandleraz.gov>  
Date: 03/07/2016 05:49 PM  
Subject: ESA Contract

---

Hi Commander,

I believe last time we spoke you were going to send over a copy of our contract redlined by your lawyers. Is there any update you can provide for this? Thanks!

Greg Mills  
Southwest Regional Manager  
M: 858.287.0067 | O: 925.398.2079  
[greg.mills@vigilantsolutions.com](mailto:greg.mills@vigilantsolutions.com)



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{In Archive} FW: Tempe Forum

Ed Upshaw

Regester, Mark to: (edward.upshaw@chandleraz.gov)  
(edward.upshaw@chandleraz.gov)

02/18/2016 07:07 AM

---

History: This message has been replied to and forwarded.

Archive: This message is being viewed in an archive.

Ed,

Vigilant slides attached.

Mark

**From:** Brian Shockley [mailto:brian.shockley@vigilantsolutions.com]

**Sent:** Thursday, February 18, 2016 7:05 AM

**To:** Regester, Mark

**Subject:** RE: Tempe Forum

Mark,

Thanks for having us, and for the kind words about the facial recognition...Roger really is bringing a new level of understanding to everyone (at Vigilant as well) about how it can actually be used.

Attached are the privacy/policy slides as requested.

Thanks,

Brian Shockley

O +1 (925) 398-2079 ext 731

M +1 (865) 228-2308

**From:** Regester, Mark [mailto:mark\_regester@tempe.gov]

**Sent:** Wednesday, February 17, 2016 9:15 AM

**To:** Brian Shockley <brian.shockley@vigilantsolutions.com>

**Subject:** Tempe Forum

Brian,

Thanks to you and your team for the forums yesterday in Tempe. The facial recognition was better than I expected...I seeing it as more as a policing tools (what we do) rather than another data base. We may want to consider doing a regional annual LPR update...

When you get a minute please send me case law ("the boring slides"...☺) from your presentation.

Thanks again.

Mark

*Mark Regester*  
*Tempe Police Department*  
*Project Manager*  
*O: 480 350 8853*  
*M: 480 296 5537*  
*F: 480 858 2161*  
*mark\_regester@tempe.gov*



Privacy and Policy slides.pptx